

<b>Post Details</b>	<b>Last Updated: 5 July 2024</b>		
<b>Faculty/Administrative/Service Department</b>	Chief Student Officer Directorate Student & Academic Administration Department Exams, Graduation and Awards		
<b>Job Title</b>	Exams, Graduation and Awards Administrator		
<b>Job Family</b>	Professional Services	<b>Job Level</b>	2b
<b>Responsible to</b>	Exams, Graduation and Award Coordinator		
<b>Responsible for (Staff)</b>	n/a		
<b><u>Job Purpose Statement</u></b>			
<p>The post holder will provide professional administrative support to the Exams, Graduation and Awards team which is part of the Student and Academic Administration Department within the Chief Student Officer Directorate. They will normally work as part of a specialist team and will be responsible to the Exams, Graduation and Award Coordinator. Their primary duties will be to support the work of the team in administration related to graduation ceremonies, awarding processes and the organisation of exams and in class tests held across the University.</p>			
<b><u>Key Responsibilities</u></b> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> <li>1. Provide a professional and competent level of administration and organisation in delivering activities in relation to exams and in-class tests, including logging and packing of examinations / test papers, servicing examination / test venues, assisting in the administration of invigilation arrangements and special examination / test arrangements.</li> <li>2. Support the Exams, Graduation and Awards Manager with the day to day administration of the University's graduation ceremonies (approx. 20 per year split between April and July), including supporting students with booking tickets, packing degree certificates and providing support on ceremony days.</li> <li>3. Receive and process enquiries in a timely, efficient and courteous manner to contribute to the student experience.</li> <li>4. Apply current processes and procedures, as directed by the Exams, Graduation and Awards Manager in line with University regulations and policy, particularly around maintaining appropriate records and ensuring confidentiality and secure storage of exam and test papers</li> <li>5. Maintain accurate records in the student management system (SITS), and any other agreed supporting-systems.</li> <li>6. To ensure data/information relating to exams and graduation on University web pages is kept up to date.</li> <li>7. To provide support to all former students including verifying awards, providing replacement award documentation, sorting and posting award certificates.</li> <li>8. To build and maintain effective working relationships with academic staff and colleagues from the wider SSA Directorate.</li> </ol> <p>As directed by the Exams, Graduation and Awards Coordinator/Manager, work in other areas within the Student and Academic Administration Department, on either a temporary or permanent basis if necessary to meet the business needs.</p> <p><b>N.B. The above list is not exhaustive.</b></p>			

*All staff are expected to:*

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:**

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

### **Elements of the Role**

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

### **Planning and Organising**

The post holder has specific responsibility for the provision of administrative services related to Examinations and Graduation. They will usually operate within established procedure and with appropriate supervision with regards to the day-to-day planning, organising and performance of a wide-range of administrative activities. Requirements may be subject to change at short notice, therefore the post holder will also need to be adaptable and able to re-prioritise workloads and analyse issues to find effective solutions, sometimes without reference to a senior team member.

### **Problem Solving and Decision Making**

Within the scope of the role the post holder will be presented with a variety of administrative issues, where the most appropriate course of action will, on occasion, be a matter of choice, influenced by prior exposure or experience. In many other instances work actions are very well defined procedurally and the post holder is able to reference and apply established policies and procedures, in order to determine a suitable course of action/outcome. Although the role is covered by standard instructions and procedures, there may on occasion be some latitude to alter the sequence of procedures, based on varying situations encountered and in consultation with senior member of staff. The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer the matter to a senior member of the team for guidance/resolution.

The post holder must pay particular attention to detail when operating the University's student administration system (SITS) to maintain accurate records. They are responsible for providing excellent customer service to students and staff and to respond to their enquiries in a courteous and helpful manner.

This post involves no direct line management or budgetary responsibilities.

### **Continuous Improvement**

The post holder will be expected to continuously assess current processes and then have the scope to make recommendations to their line manager to take forward. The post holder will have the opportunity to work on specific projects, implementing new processes.

**Accountability**

The post involves no direct line management or budgetary responsibilities, although once established the post holder will act as a point of contact and provide information for other staff members.

**Dimensions of the role**

The post holder will not have any direct line management or budgetary responsibilities.

**Supplementary Information**

In performing their duties, the post holder must be aware and compliant with university regulations and show excellent attention to detail in maintaining/updating information in SITS. They are responsible for providing excellent customer service both on the telephone, via email and in person to students, staff and external associates and to respond to their enquiries in a courteous and helpful manner.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

**Qualifications and Professional Memberships**

Vocational qualifications plus several years relevant work experience

Or:

Learning gained through work experience of a number of years. Will include short courses and other formal training

E

**Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/  
Desirable**

**Level  
1-3**

Excellent IT skills, particularly in MS Office packages, and familiarity with databases

E

3

Accuracy and attention to detail

E

3

A proactive approach, with the ability to use initiative in dealing with issues as well as a flexible approach to work, able to multi-task, satisfying the needs to different groups

E

2

Ability to work independently in relation to less routine activities

E

2

Some relevant administrative experience

E

2

Customer Care experience or training

D

n/a

Experience of the SITS system for student and programme administration

D

n/a

Experience of the Higher Education Sector

D

n/a

Basic awareness of the activities of the University

D

n/a

**Special Requirements:**

**Essential/  
Desirable**

Annual Leave may be restricted at key times during the year

E

Ability and willingness to take on duties across other teams as and when required

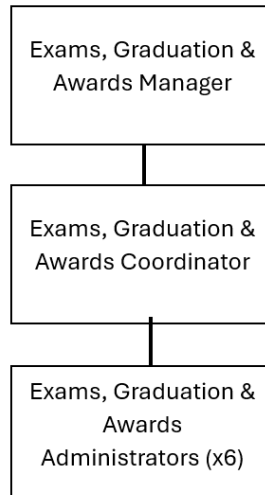
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**Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where

**Level  
1-3**

needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	
Communication Adaptability / Flexibility Customer/Client service and support Planning and Organising Continuous Improvement Problem Solving and Decision Making Skills Strategic Thinking & Leadership Managing & Developing Performance	2 2 2 2 1 2 n/a n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>	
<b>Organisational/Departmental Information &amp; Key Relationships</b>	
<p><b><u>Background Information</u></b></p> <p>The post is within the Student and Academic Administration Department which forms part of the Chief Student Officer's Directorate (CSO). The Directorate is responsible for a wide range of administrative and support services including student administration and experience (enrolment to graduation, including mentoring and student money advice); Health and Wellbeing (welfare, counselling, wellbeing, health); and Professional Training, Careers and Employability.</p> <p>Forming part of the CSO Directorate, the Student and Academic Administration includes a range of key functions which are delivered through the following teams:</p> <ul style="list-style-type: none"> <li>- Exams, Graduation and Awards</li> <li>- Student Records and Data</li> <li>- Student Scheduling</li> </ul>	

Department Structure Chart



Relationships

**Internal**

- All University Departments

**External**

- Various partner organisations such as Professional Regulatory and Statutory Bodies
- Invigilators
- Cathedral staff