

	Last Updated: 05/08/2026		
Job Title	Exams, Graduation and Awards Administrator		
Faculty/ Department	Chief Student Officer Directorate	Legal Entity	University of Surrey
Job Family	Professional Services	Job Level	2b
Reports To	Exams, Graduation and Awards Coordinator	Line Manages (role title(s))	n/a

Job Statement

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.

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities

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.
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.
3. Receive and process enquiries in a timely, efficient and courteous manner to contribute to the student experience.
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
5. Maintain accurate records in the student management system (SITS), and any other agreed supporting-systems.
6. To ensure data/information relating to exams and graduation on University web pages is kept up to date.
7. To provide support to all former students including verifying awards, providing replacement award documentation, sorting and posting award certificates.
8. To build and maintain effective working relationships with academic staff and colleagues from the wider SSA Directorate.

As directed by the Exams, Graduation and Awards Coordinator/Head of Exams, Graduation and Awards, 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.

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

1. **Accountability: Describe level of autonomy and decision making**
In most 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. 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.

This post involves no direct line management or budgetary responsibilities.

2. **Problem solving:**

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.

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 Teams, 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 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).

Level 1: basic level of understanding/experience and can apply it with guidance.

Level 2: good level of understanding/experience and can apply it with little or no guidance.

Level 3: expert level of understanding/experience and can apply, develop it and guide others.

**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

E

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.

**Level
1-3**

Communication

2

Adaptability and Flexibility

2

Customer, Client service and support

2

Planning and Organising

2

Continuous Improvement

1

Problem Solving and Decision Making Skills

2

Managing and Developing Performance

n/a

Creative and Analytical Thinking

n/a

Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking and Leadership	n/a

This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.

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.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, invigilation and graduation.
- 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:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

Organisational/Departmental Information & Key Relationships

Background Information

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.

Forming part of the CSO Directorate, the Student and Academic Administration includes a range of key functions which are delivered through the following teams:

- Exams, Graduation and Awards
- Student Records and Data
- Student Scheduling
- Academic Administration
- Disability and Neuroinclusion
- The Hive

Department Structure Chart

