

## Job Description

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| <b>Job title</b>                        | Examinations Administrator                                 |
| <b>School / department</b>              | Academic Registry  |
| <b>Grade</b>                            | 4  |
| <b>Line manager</b>                     | Assistant Registrar (Examinations, Conferments and Awards) |
| <b>Responsible for (direct reports)</b> | N/A  |
| <b>Date of creation or review</b>       | 26/09/2022   |

### Main purpose of the job

#### A short summary of the role

The main purpose of this role is to support all assessment and exam related processes within Academic Registry Services working closely with Academic Schools/Colleges.

The role holder will be based at Cavendish House on the Uxbridge Road, but will be required to work at all University examination sites, specifically, Ealing site, Brentford site and Fountain House site, Berkshire campus (to support examinations for the College of Nursing, Midwifery and Healthcare).

- To be responsible for the coordination of and to provide administration support for University examinations; occasional weekend and evening work will be required
- To provide an excellent customer service to students and staff at all times; answering telephone calls and responding to all emails and queries in a timely manner
- To proactively work with the Academic Schools/Colleges and relevant Professional Service departments to foster an understanding of examinations related processes
- To be responsible for the production and dispatch of all final award documentation (certificates and transcripts)
- Work as part of a team contributing to the provision of effective and professional administration within the Academic Registry
- Assist with key operational student lifecycle activities, for example student enrolments and graduation ceremonies

The job description sets out a range of duties that will be undertaken by the post holder. Whilst every attempt has been made to ensure that it is comprehensive, it may occasionally be necessary for the post holder to undertake certain other reasonable duties in support of the University.

### Key areas of responsibility

Description of the key duties and responsibilities associated with the role (bullet pointed or numbered).

#### Specific Tasks and Duties

- Responsible for all examination related tasks, as well as for the preparation of exam-related materials.

- Responsible for the organisation of examinations required for students with Individual Support Plans (ISPs), including provision of individual timetables, special needs reasonable adjustments, etc.
- Responsible for booking and organising rooms for exams both at internal and external venues.
- Resolve issues which arise before, during and after examinations and escalate appropriately to the Assistant Registrar (Examinations, Conferments and Awards) if required.
- Responsible for the coordination and supervision of Examination Assistants, including providing training, booking Examination Assistants for exams, ensuring Examination Assistants carry out their duties properly and answering any queries.
- Undertake duties of Examination Assistant if required.
- Responsible for the production and dispatch of final award documentation, e.g., certificates and transcripts, produced from Award Pass Lists.
- Undertake general administrative functions necessary to support Conferments and Awards, including data management and retrieval and working with confidential student files.
- Assist with the arrangements for UWL Graduation Ceremonies.

**Planning and Organising**

- Planning and prioritising of own workload to ensure that all deadlines are met in line with the Conferments and Awards Team and the University annual calendar of activities.
- Collaborative planning, and planning of own work taking into account the work of other team members and helping colleagues when required
- To take individual responsibility for own area of work and be able to work on own initiative as required.

**Team Working**

- Work as part of the Conferments and Award Team, taking a proactive role in working with staff to achieve and deliver a good service to all stakeholders.
- Communicate information to colleagues appropriately and escalate issues to the Assistant Registrar (Examinations, Conferments and Awards) and Registry Services Management Team as appropriate.

**Quality**

- Adopt a professional, flexible and customer-focussed approach in all communications and ensure that an effective and excellent standard of service is provided at all times to the University Community.
- Ensuring that the standard of own work is always maintained at a high level, with strict attention to detail and accuracy at all times.
- To participate in the University quality assurance process as required.

**General**

- Carry out all duties and responsibilities in line with UWL policies and procedures
- Deal positively and diplomatically with students, colleagues, and external contacts at all levels
- Take responsibility for personal development through participating in staff development activity and annual appraisal processes

## Dimensions / background information

Organisational chart or some further information about the School/College/department.

Academic Registry directs and leads in all matters relating to the management of academic standards across the University and supports the navigation of students through the student lifecycle.

The Conferments and Awards Team within Academic Registry undertakes the coordination and supervision of examinations, oversees the production of final award documentation, and manages the arrangements for Graduation Ceremonies.

## Person Specification

|   | Criteria   | Essential or Desirable <sup>1</sup> | Demonstrated <sup>2</sup> |           |                 |
|---|--|-------------------------------------|---------------------------|-----------|-----------------|
|   |  |                                     | Application               | Interview | Test / Exercise |
| <b>Qualifications and/or membership of prof. bodies</b><br><br>This section reflects the appropriate level of expertise required by the role.   | First degree, or equivalent/ relevant work experience  | Essential                           | x                         |           |                 |
|   | Evidence of continuing professional development  | Desirable                           | x                         |           |                 |
| <b>Knowledge and experience</b><br><br>This section reflects the level of knowledge and experience of the key aspects of the role, as described in the job description.                     | Experience in an administrative post   | Essential                           | x                         | x         |                 |
|   | Good general knowledge of the UK Higher Education sector   | Essential                           | x                         | x         |                 |
|   | Knowledge of examinations processes and experience in invigilating   | Desirable                           | x                         |           |                 |
|   | Experience of working within a Higher Education institution and an understanding of UKHE regulatory requirements | Desirable                           | x                         | x         |                 |
| <b>Specific skills to the job</b><br><br>This section identifies job-specific skills required which might be completely unnecessary for other jobs but are critical to this particular job. | Excellent communication skills, with a high standard of written and spoken English                               | Essential                           | x                         | x         |                 |
|   | Strong working knowledge of Microsoft Office Suite   | Essential                           | x                         |           |                 |
|   | The ability to work as a flexible and effective member of a team   | Essential                           | x                         |           |                 |
|   | Attention to detail and the drive and determination to complete work to a high standard                          | Essential                           | x                         |           |                 |

|  |  |           |   |   |  |
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|  | The ability to deal with queries and to escalate issues as appropriate   | Essential | x |   |  |
| <b>General skills</b><br><small>This section identifies transferable skills that you use for almost every job.</small>                   | The ability to observe a high level of confidentiality at all times  | Essential | x |   |  |
|  | The ability to build positive working relationships and liaise confidently with people at all levels in both within and outside the University | Essential | x | x |  |
|  | Strong cultural awareness with an understanding of, and commitment to, equal opportunities   | Essential | x | x |  |
|  | Knowledge and understanding of General Data Protection Regulation (GDPR)   | Desirable | x |   |  |
| <b>Other</b><br><small>This section should be used to make candidates aware of any special circumstances pertaining to the post.</small> | Positive approach to professional development  | Essential | x | x |  |

**Disclosure and Barring Scheme** Is a DBS Check required: ☒ DBS ☐ This post does not require a DBS check

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

**Desirable Criteria** are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.