1. Advertisement

Ref: 1655

Academic Registry
Student Progress and Assessment Office
Examination Officer
(Permanent, Full time)
Salary range: starting at £20,624 and rising to £23,879 per annum

The Student Systems and Records Office is seeking a full time Examinations Officer. The main purpose of the post will be to act as administrative support to the Exams and Assessment Team.

The post holder will provide a professional and efficient service to students and staff, with a pro-active approach, often responding to queries and troubleshooting while under pressure. The post holder will work as part of a team and be fully committed to delivering a successful cycle of examinations to students.

The post involves preparing documentation for a variety of examination and assessment purposes, data inputting to enable student progression and graduation processes to function smoothly, and supporting the preparation and delivery of exams across campus.

The successful candidate must be a good team player, be able to prioritise their workload, work to tight deadlines, be resilient and have excellent customer service skills. You will also be able to demonstrate a keen eye for detail, with excellent organisational, and IT skills. Previous experience of working in an examinations setting is not essential.

Closing date for applications: 13 February 2017

For full details and how to apply see www.sussex.ac.uk/jobs

The University of Sussex is committed to equality of opportunity
2. **Senior leadership and management**

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council.

3. **Professional Services**

**Professional Services/Academic Registry/Admissions**

The Professional Services comprise approximately 750 staff divided into eleven main divisions. The budget is approximately £12m a year.

Reporting to the Registrar and Secretary, the Professional Services are organised as follows:

- Academic Registry
- Communications and External Affairs
- Development and Alumni Relations
- Health, Safety and Environment
- Human Resources
- Planning, Governance and Compliance
- Research and Enterprise
- Residential and Campus Services
- Student Recruitment and Marketing
- Student Services

The University's professional services also include the Finance Division, with the Director of Finance reporting to the Vice-Chancellor.

The professional services support within each of the eleven academic Schools of Studies is headed by a School Administrator who reports to their Head of School.

3.1 **Academic Registry**

Headed by the Academic Registrar, Ms Sharon Jones, the Academic Registry provides a range of support services to students and to staff in Schools and Departments at Sussex.

The department manages the University's links with external bodies such as: UCAS, Local Education Authorities, Student Loan Company, Higher Education Statistics Agency and Teaching Agency, the Quality Assurance Agency (QAA) and professional and statutory bodies (PSBs) and the UK Visa and Immigration Office (UKVI)

Our services include:
• admissions for undergraduate, taught postgraduate and research postgraduate, for both home/EU and international students
• the management of student progress and assessment
• support and coordination for academic programme development and approval
• the development and management of external partnerships
• oversight of the effective implementation of academic policies and procedures, including the University’s Examination and Assessment Regulations
• timetabling of teaching and the examination schedule and managing room bookings
• maintaining student records (current and past) and management of registration
• production of student transcripts and degree certificates
• management information for schools and senior colleagues
• support for teaching and learning for staff and students, including the use of technology to support teaching and learning.

Academic Registry also manages the collation of feedback from students about their experience at Sussex and is the main point of liaison with the students' union (USSU) on academic and related matters, including the operation of the University Student Rep Scheme.

There are five divisions in Academic Registry:

• Admissions Office
• Academic Development and Quality Enhancement Office
• Student Systems and Records Office
• Technology Enhanced Learning Office
• Research Student Administration Office

3.2 Student Systems and Records Office (SSRO)

The Student Systems and Records Office (SSRO) is responsible for the management of all aspects of student administration (post admission) including registration, student progress, timetabling, assessment and examinations, reporting, graduation and the archive of student records. The office provides both direct student-facing services and support to academic units, exam boards etc.

The advertised vacancy is based in the Assessments section of the SSRO
4. **Job Description**

**Department**  
Student Systems and Records Office (SSRO)

**Post**  
Examinations Officer

**Grade**  
4

**Responsible to**  
Examinations Services Manager

4.1 **Purpose of the post**

The post is in Exams and Assessment section of the SSRO Office and will report to the Examinations Services Manager. The SSRO Office is responsible for a range of core business activities relating to the registration, readmission, intermission, progress, graduation and examination of postgraduate taught and undergraduate students.

The Exams and Assessment Team is responsible for the provision and running of all examinations set by the University. This is a multi-layered process which takes place in stages across the year.

The post holder will be required to work independently to undertake the level of responsibility that the position requires and is expected to assist in organising the logistical and practical aspects of the examination process and be responsible for student assessment database records and the set up requirements for each exam period, currently three times per year.

The role also includes some occasional evening and weekend work during examination periods.

The post holder will also cover the SSRO office reception during busy periods and cover for staff leave as necessary. This will require the post holder to deal in person with student enquiries, scanning Student Visas, registering students and producing student letters from web-generated reports. The post holder is also required to deal with student enquiries via telephone or email.

4.2 **Principal accountabilities/main tasks:**

4.2.1 To organise logistical and practical aspects of the exams process.

4.2.2 To be responsible for the set up requirements for each exam period.

4.2.3 To provide high quality administrative support to the Exams and Assessment Team

4.2.4 To cover the SSRO Office reception as required.

4.2.5 To assist with graduation administration for both the summer and the winter ceremonies.

4.2.6 Undertake any other duties as assigned by the line manager

**Specific Duties**

5.1 To oversee the set up and smooth running of exams, This role includes organising appropriate buildings and rooms that are accessible to these students. The role also involves liaising with a range of Professional Service staff from across campus including Estates; ITS and Schools. Organising and ensuring the delivery of specific assistive measures as directed by the head of the section/line manager.
5.2 To assist in producing and updating paperwork needed for exam purposes, including exam signs and notices and the various forms and paperwork needed for the invigilation processes.

5.3 To ensure all exam rooms have the equipment required for the smooth running of the exam. This includes relevant paperwork; stationery and specialist equipment such as calculators and PC’s.

5.4 Providing training and supervision to invigilators (including those invigilating for disabled & special educational needs) and to ensure the smooth running of these exam situations.

5.5 To support the development of the exams processes by giving feedback to the team on improvements to support efficiency, effectiveness to enhance the student experience.

5.6 Managing and archiving exam scripts.

5.7 Providing timely and clear information for students requiring special examination arrangements and updating databases as necessary.

5.8 Providing cover when the SSRO Office receptionist is absent and during busy periods. This will be on a regular basis.

5.9 Updating and maintaining student assessment records of the student record system.

Other duties will be assigned to help with the smooth running of the section and the SSRO office in general. These will include completing sponsorship documents, filing, assisting with any student mailings, checking lists, making up files and archiving and supporting other projects from time-to-time.

Level of Responsibility

The post involves a moderate level of responsibility and use of initiative. The post holder is managed by the Examinations Services Manager but is expected to prioritise their own workload on a daily basis. The Examinations Services Manager has overall responsibility for setting weekly/monthly priorities but the post holder will be expected to work independently on a day-to-day basis and may be required to make independent and collaborative decisions.

This Job Description sets out current duties of the post. These may vary from time-to-time without changing the general character of the post or the level of responsibility entailed.

General Requirements

The post holder would preferably have previous experience or a good understanding of the examination and assessment process in a higher education context. They should also be able to convey key concepts and ideas using a clear and accurate manner appropriate to the audience both internal and external to the Institution (e.g. email; written reports; oral communication).

The post holder will be expected to be a pro-active member of the Assessment Team, with the ability to be flexible and helpful to colleagues.

The post holder must also be able to work under pressure during intense and demanding exam periods, dealing with problems quickly and efficiently as they arise. This role involves a multiplicity of tasks and the ability to remain calm during peak periods when the demands of students and colleagues may be competing for prioritisation or immediate resolution.

November 2015
5. **Person Specification**

**Examination and Assessment Support Administrator:**

**Student Systems and Records Office**

**SKILLS / ABILITIES**

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<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Current knowledge of the exams and assessment process</td>
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<td>X</td>
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<td>The ability to use your own initiative and develop ideas</td>
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<td>X</td>
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<td>Ability to work accurately under the pressure of regular and tight deadlines</td>
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<td>Excellent MS Office Skills including Excel</td>
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<td>Excellent communication skills</td>
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<td>A proactive approach to problem solving</td>
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<td>The ability to pay close attention to detail</td>
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<td>The ability to work as part of a team</td>
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**EXPERIENCE**

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<tr>
<th>Experience</th>
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<th>Desirable</th>
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<tr>
<td>Experience of working within Higher or Further Education in an administrative role</td>
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<td>Have experience of the invigilation process</td>
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<td>Previous experience of working in an exams/assessment office</td>
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<td>Experience of working in a customer facing role</td>
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<td>Experience of organising and prioritising a large volume of work under pressure</td>
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<td>Experience of working on a computer database</td>
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<tr>
<td>Able to demonstrate successfully handling enquiries from customers from a range of cultures and in a range of formats</td>
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<td>Evidence of developing or adapting office systems</td>
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<td>Have a proven track record of training in cultural diversity/disability awareness and conflict avoidance</td>
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**QUALIFICATIONS EXPERIENCE**

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<tr>
<th>Qualification</th>
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<tbody>
<tr>
<td>GCSE or equivalent Maths</td>
<td>X</td>
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<tr>
<td>GCSE or equivalent English</td>
<td>X</td>
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**PERSONAL ATTRIBUTES AND CIRCUMSTANCES EXPERIENCE**

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<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Able to work independently</td>
<td>X</td>
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<td>A responsible and flexible attitude</td>
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<td>Willing to work within a team in a collaborative environment</td>
<td>X</td>
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<td>Ability to deal with people in a friendly, patient and supportive manner</td>
<td>X</td>
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