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| **Job Title** | Registry School Assessment Officer |
| **School / Service** | Academic Registry |
| **Grade and Salary Range** | Starting from £33,661 per annum, inclusive of London Weighting |
| **Location and Hybrid working status** | Docklands, Stratford, and USS |
| **Reporting to** | Assessment Services Managers, Head of Assessment Services, Assistant Registrar |
| **Liaison with** | Registry School Managers & Officers, academic staff, professional services staff, external agencies, and external examiners |
| **Contract type** | Permanent, full time |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE**

To provide administrative support within Assessment Services under the direction of the Assessment Services Managers and Head of Assessment Services. The post holder will be responsible for ensuring that UEL schools, academic partners, staff and students receive a consistent, responsive, effective and high standard service from Assessment Services.

The post holder will also support the work of other professional services operations and the Academic Schools through effective interaction across teams to ensure the smooth management of a positive student experience.

**KEY DUTIES AND RESPONSIBILITIES**

The following duties and responsibilities are intended to give a broad indication of the variety of tasks that an Assessment Officer in the university may be asked to undertake and are expressed in sufficient detail to distinguish the grade of the post.

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted when this is necessary.

This role will in particular, provide support to the examinations service and academic partner courses.

* To accurately record, retrieve and interpret data in the SITS student database relating to student assessment, including progression, results, awards and other assessment activities, e.g., production of assessment board reports, processing of results and exports, award certificates and transcripts.
* To proactively review assessment records to ensure they are accurate and complete and to take timely and appropriate action where they are not.
* To support, service and enhance attended and online assessment boards and other groups within Assessment Services, including timely follow up activities and minute taking.
* To manage key assessment activities for the area of responsibility and ensure they are completed accurately and within timescales/SLAs e.g., mailbox management, production of assessment board reports, accurate publication of results, award certificates and transcripts (digital and hard copy), chair’s actions and CRM.
* To maintain and enhance effective working relationships with Assessment Services stakeholders.
* To assist in the preparation for, and delivery of, examinations and other assessments within the university (on-campus and off campus assessments).
* To provide accurate information and advice on university policies, regulations and processes relating to assessment and the work of Assessment Services.
* To assist in the implementation of university policy relating to assessment.
* To provide timely and appropriate responses to student enquiries (currently via CRM) to support the work of the Student Hub.
* To work in accordance with university and Assessment Services quality standards and timescales.
* To assist in training activities e.g., invigilation, assessment board processes etc.
* To carry out routine administration within Assessment Services and to undertake other administrative work as may be required from time to time, such that it is commensurate with the grade of the post.
* To work between sites as required and during business peaks, to work in the evening and at weekends as required. International travel may be required.
* To work in accordance with and promote UEL’s Equality, Diversity and Inclusion policy.

**PERSON SPECIFICATION**

**KNOWLEDGE, SKILLS AND EXPERIENCE**

**Essential**

* Demonstrable administrative experience including maintenance of accurate records
* Experience of effectively planning, prioritising and organising a demanding and varied workload or resources
* Experience of proactively working with others to achieve team objectives, KPIs and SLAs
* Good communication (oral and written) skills with the ability to understand and communicate complex issues clearly and concisely to a non-specialist audience e.g., regulations
* Experience of proactively using own initiative and creativity to solve problems, identifying practical and suitable solutions and evaluating impact
* Excellent IT skills including experience of databases and spreadsheets

**Desirable**

* Experience in HE/FE administration
* Use of computerised student records systems, e.g., SITS
* Minute-taking skills

**COMPETENCIES REQUIRED**

* Proven ability to develop and build successful working relationships and to contribute positively as a member of a team
* Ability to speak confidently and knowledgeably to groups of people e.g., at assessment boards or examination rooms
* Demonstrable ability to work with a consistently high standard of attention to detail and experience of using own initiative to ensure data records are accurate and complete
* Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment
* Willingness to work flexible hours including evenings and occasional weekends during peak periods and to travel to other campuses, where necessary

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential**

* Educated to A level standard, or equivalent qualification and/or experience

**Desirable**

* Educated to degree level, or equivalent qualification

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!