

It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Administrator - Assessment & Awards EHA2112-1121

Reporting to: Assistant Registrar: Assessment & Examinations

Accountable to: Senior Registrar: Assessment & Awards

Purpose

The post is based in the University's Academic Registry, a central support department that serves to provide high quality administrative systems and services to facilitate the student journey from enrolment through to award conferral.

The postholder will work within the Assessment team acting as the main point of contact for queries relating to assessment and results, exceptional mitigating circumstances and examinations. In addition to this, the post carries specific responsibility for the management of requests from former and current students for confirmation of assessment and/or awards information (including university transcripts).

To undertake this post requires the ability to provide a high level of customer care and to work accurately to tight deadlines.

Main duties and responsibilities

1. Act as the point of contact for enquires to the Assessment Team. This includes answering the team's general telephone line, the team's group email and dealing with face to face enquiries from students and staff.
2. Take a lead responsibility for responding to assessment and award requests relating to former students including;
 - i. Processing requests from third parties with reference to departmental guidance and data protection legislation
 - ii. Investigating archived electronic and paper records including liaising with external storage companies and analysing data held in relevant systems
 - iii. Demonstrating an understanding of different award types across current and historic programmes
 - iv. Working with the Finance Department to ensure the information regarding fees for duplicate transcripts is accurate on the Edge Hill University webpages
 - v. Producing duplicate academic transcripts and liaising with the

- Senior and Assistant Registrars in relation to the publication of duplicate academic transcripts
- vi. Contributing to reviews of academic registry policies relating to requests from former students
3. Undertake data entry tasks on the student records system as required by the Senior/Assistant Registrar. Note that this data must be entered accurately, and this work will often be subject to strict deadlines for completion.
 4. Provide designated support to the Examinations Officer & Examination Modifications Officers during formal examination periods and to provide on-going support for the organisation of year-round examinations, including:
 - i. Preparing examination packs – including all exam guidance documentation and student seating lists
 - ii. Preparing specific examination materials for students with additional exam requirements – coloured paper, recorded audio questions etc.
 - iii. Setting up both group and individual examination venues, including desk layouts, numbering desks and putting up signage.
 - iv. Distributing examination papers, answer booklets and any additional materials as required
 - v. Assisting the arrival of students to each venue and their allocated desk, and/or computer
 - vi. Briefing the designated invigilator before each examination in regard to standard exam processes and regulations.
 - vii. collecting all examination materials upon closure of the exam, and arranging collection of scripts
 5. Act as Secretary to designated Progression and Award Boards across any of the University's Faculties. This will involve preparing student assessment information prior to and following the board, including:
 - i. Verifying module board recommendations and overseeing data input on the student records system
 - ii. Tracking referred/deferred candidates as appropriate
 - iii. Production of board papers, including final markbooks
 - iv. Production of results transcripts and results letters
 - v. Notifying the ceremonies team of students eligible for certification and graduation
 6. Undertake secretarial duties such as minute taking and planning for meetings (including arrangement of venues and catering) as required.
 7. To be involved with the organisation and operation of Edge Hill University Awards Ceremonies.
 8. Undertake other appropriate duties as required by the Senior Registrar: Assessment & Awards or Assistant Registrar: Assessment & Examinations.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate training and development as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 3, Points 11-14
£20,092 - £21,686 per annum pro rata

Hours: 21.75 hours per week

It is expected that the post holder will work flexible hours according to the on-going demands of the job and responsibilities at this level. There will be defined periods where the person appointed to this post will not be expected to take annual leave.

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

**Administrator - Assessment & Awards
EHA2112-1121**

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	Method of Assessment (A/S/I/T/P)
Qualifications				
1	A Levels (Grades A-D) or equivalent or relevant Professional/Technical Qualification (or equivalent work experience)	*		A
2	ECDL, CLAIT or equivalent IT qualification		*	A
Experience / Abilities / Skills				
3	Knowledge of operating a student record system or similar large database		*	S/I
4	Experience of working in Higher or Further Education		*	A
5	Ability to prioritise and work under pressure to strict deadlines	*		S/I
6	Computer literate (MS Office knowledge & experience)	*		S/I
7	Excellent interpersonal skills and the ability to communicate at all levels	*		S/I
8	Experience of working in a busy office environment		*	S/I
9	Ability to use initiative and problem solve	*		S/I
10	Ability to maintain a high standard of confidentiality	*		S/I
11	Experience of providing a high level of customer care	*		S/I

***Method of Assessment**

(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)

Please note that applications will be assessed against the Person Specification using this criteria.