

# Job Description

# Prifysgol Wreccsam Wrexham University



<b>Faculty/Department</b>	Strategic Planning and Student Administration
<b>Section</b>	Scheduling, Assessment and Awards
<b>Job Title</b>	Assessment and Awards Officer
<b>Reports to</b>	Progression and Awards Manager
<b>Grade</b>	O&A4

## Principal Accountabilities

Working as part of a team, this role will support the Progression and Awards Manager, students and staff in ensuring excellence with effective student processes across all administrative areas of assessment and award. They will be responsible for providing frontline advice and support to students and staff including through on-line support and will be expected to maintain records related to student progression and award. The role holder will contribute to, and support continuous service improvements based upon their own observations and those from students and staff. The post-holder will be expected to work across all areas, often with minimal supervision, although recognising that particular specialisms will be developed according to skills, priorities and direction from the Progression and Awards Manager but without dependencies on single posts becoming developed.

## Key Tasks

Responsible for mark entry collection, processing and presentation and post board processing of student marks at module assessment boards.

Responsible for preparation and presentation of progression and award information for award/progression assessment boards. Post board processing of this information on the student record system.

Co-ordination of assessment boards including detailed investigation, troubleshooting and problem solving as and when required.

Respond to enquiries from students and staff and providing a comprehensive response or ensuring accurate and timely signposting. Closing the feedback loop from enquiries, ensuring processes are refined to take into account the changing university landscape

Being empowered to make decisions related to individual students or cohorts of students in respect of administrative matters. This would include advising and guiding on policies, procedures and regulations related to progression, award and certification.

Ensuring the university has accurate assessment and award student records and auditable maintenance of these records within the student record system.

Production and distribution of student results, transcripts, certificates and student prizes.

Support the Senior Assessment and Awards Officer in development and refinement of new processes to suit the demands placed upon the Assessment and Awards team.

Document and share knowledge amongst all members of the Assessment and Awards team and wider Directorate as required, enabling continuity of service across all areas.

Ensure effective provision of information and provide informed advice to students to ensure their student experience is positive and professional.

Work closely with colleagues across SPSA to ensure data movement, recording, reporting and accessibility works effectively, appropriately and accurately in relation to student administrations tasks.

Contribute to wider SPSA and University functions, such as enrolment, timetable publication and examinations

Participate in University reviews, enrichment activities and projects as required

Be flexible in supporting colleagues within other aspects of the Directorate as directed by the Assessment, Progression and Awards Manager and the Scheduling, Assessment and Awards Manager.

Any other appropriate responsibilities at the request of the Management Team

## Special Features

N/A

## General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

## **Review**

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

# Person Specification

**Job Title:** **Assessment and Awards Officer**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Customer service skills	A, I	E
		1.2	IT skills across Microsoft Office and in supporting intranet and other system developments	A, I	E
		1.3	Able to learn new skills quickly, apply these effectively and being able to problem solve	A, I	E
		1.4	Ability to establish and build relationships, good interpersonal skills and the ability to work effectively within a team and use own initiative.	A, I	E
		1.5	Good oral and written communication skills.	A, I	E
		1.6	Keen attention to detail and an understanding of the importance of ensuring adherence to approved processes.	A, I	E
		1.7	Ability to work in a fast paced and diverse role with excellent time management skills and the ability to prioritise and meet concurrent demands and deadlines	A, I	E
2	General & Specialist Knowledge	2.1	Student administration service would be an advantage including some of the specific processes with, for example, assessment, progression, awards, certification and timetabling and an understanding of the student journey	A, I	D
3	Education & Training	3.1	Educated to degree level or equivalent demonstrable experience	A, I, C	E

4	Relevant Experience	4.1	Providing effective customer support.	A, I	E
		4.2	Working directly on face-to-face basis with customers as well as online.	A, I	E
		4.3	Identifying and supporting with the implementation of improvements in service delivery.	A, I	E
5	Special Requirements	5.1	A creative and confident thinker, who will develop creative solutions to overcome challenge.	A, I	E
		5.2	Personal dynamism, demonstrating drive, innovation and initiative.	A, I	E
		5.3	Ability to work and respond within challenging timeframes, adopting a flexible and positive approach to ensure outcomes are effectively delivered.	A, I	E
		5.4	The ability to communicate in the Welsh language.	A, I	D
<b>Date of Revision</b>					

<b>Key</b>	<b>Identification Method</b>	<b>A</b>	Application Form
		<b>I</b>	Interview
		<b>T</b>	Test
		<b>C</b>	Copy of Certificates
		<b>P</b>	Presentation
		<b>G</b>	Group Assessment
	<b>Rank</b>	<b>E</b>	Essential
		<b>D</b>	Desirable

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Our Values. **Inclusion.** Click to view.

Our Values. **Collaboration.** Click to view.

Our Values. **Transformation.** Click to view.

Our Values. **Sustainability.** Click to view.