

**Job Description: Professional Service Positions**

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| **Faculty/Department:** | **Education Services** |
| **Job Title:** | **Assessment and Awards Co-ordinator (Exams) (fixed-term)** |
| **Department/Subject:** | **Student Academic Services** |
| **Salary:** | **APM Grade 6 £28,759 - £32,332** |
| **Hours of work:** | **Hours of work will be agreed with the successful candidate within the needs of the professional service but will include some early starts/late finishes during the examination session.** |
| **Number of positions:** | **1** |
| **Contract:** | **Fixed Term - 1st October 2024 – 31st July 2025** |
| **Location:** | **This position will be peripatetic** |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information** | Student Academic Services is a constituent element of the Education Services Directorate which provides high quality professional services to students, staff and external stakeholders in aspects relating to academic administration for taught and research programmes of study, including student cases, complaints, examinations, assessment and progression and degree and award congregations. Its remit is to support the University’s strategic ambitions and to deliver, where appropriate, institution wide change, affecting improvements in key strategic areas to enhance the Swansea student experience. |
| **Main Purpose of Post** | ***Responsibilities:***   1. Day to day responsibilities for supporting arrangements relating to the University’s examinations. 2. Support staff to deliver effective and innovative professional services. 3. Responsibility for running an Examinations Office during the main assessment periods.   ***Contribution to the development and delivery of policy and services***   1. Make positive contributions to the development, delivery and monitoring of services and policy to enable effective provision of a high-quality student experience. 2. Maintain and develop procedures and systems relating to examinations.   ***Networking and Engagement***   1. Engage with internal and external stakeholders to support the maintenance and enhancement of the University’s approach to examinations. 2. To work in partnership with Professional Services, Faculties, the Students’ Union, and Student Representatives etc to support the delivery of efficient and effective processes for assessment and awards. 3. To share best practice and key developments with Faculties, Academies and Professional Service staff. 4. Contribute to the design and delivery of workshops and training events relating to examinations.   ***Management Information***   1. Provide management information reports, in association with set targets, in relation to assessment and awards. 2. Support the development of procedures and systems to best serve the needs of staff and students.   ***Specific Duties***   1. To support the Examinations Officer in delivering the University’s arrangement relation to examinations. 2. To be responsible for using the Scientia software to create the main examination timetable for the University 3. To develop and implement web-based information ensuring the publication of on-line information for students (including timetables). 4. To contribute to the production of management information reports for the specified area of work. 5. To contribute to the design and deliver workshops and training to staff on issues relating to assessment and awards. 6. To enhance the delivery of the service provided by utilising new efficient management information approaches to service delivery. 7. To assist the Examinations Officer in implementing arrangements for examinations which fall outside of the main exam period. 8. To assist the Examination Officer in interviewing and appointing Invigilators and attendants. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as directed by the Head of Faculty / Department, or their nominated representative expected within the grade definition. 5. To ensure that risk management is an integral part of your day-to-day activities to ensure working practices are compliant with the University's Risk Management Policy. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers * Demonstrable evidence of providing a caring approach to all your customers ensuring a personalised and positive experience   **Qualifications**   * A Levels or equivalent significant relevant work experience.   **Experience**   * Experience of contributing to developing and delivering effective professional services. * Experience of working as a team in a busy customer/student focused environment as a member of a team and on their own initiative. * Experience of managing databases and producing management information reports. * Ability to work with a high degree of accuracy.   **Knowledge and Skills**   * Excellent communication skills, both verbal and written, and the ability to present information effectively to varied audiences. * Clear understanding of the needs of Faculties, Professional Services and students, and of service delivery imperatives for Education Services and key stakeholders. * Excellent organisational and time management skills with ability to prioritise work to meet deadlines. * An understanding of the importance of assessment and awards processes. * Excellent IT skills and an understanding of how systems can be used to enhance processes. * Ability to use initiative and problem solving to resolve day-to-day problems relating to the area of work. * Ability to interpret procedures and regulations and provide advice to others on their application. * Ability to work as part of a team, with willingness and flexibility to undertake different tasks during peak times. * Ability to work independently regarding arranging meetings, distributing paperwork and updating databases. * Ability to apply discretion and sensitivity in handling confidential information. * Ability to work with minimum supervision to achieve defined outcomes. * Proven ability to work to a high degree of accuracy   **Desirable criteria**   * Experience of using timetabling software * Experience of working within the area of assessment and awards within an educational setting. * Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role)   *e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.*  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/). |
| **Additional Information** | Informal enquiries: Julie Matthews Assessment and Awards Officer (Examinations) Julie.A.Matthews@Swansea.ac.uk |

  