**Job Description: Professional Services Leadership Position**

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| **Faculty/Directorate/Service Area:** | **Education Services** |
| **Job Title:** | **Academic and Assessment Records Officer**  |
| **Department/Subject:** | **Academic Records and Systems** |
| **Salary:** | **APM Grade 7 £32,982 - £37,099 together with NEST pension benefits** |
| **Hours of work:** | **35 hours full time** |
| **Contract:** | **Fixed term until 30 June 2025** |
| **Location:** | **This position will be primarily based at the Singleton Campus and will be required across University sites as required.** |

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| **Main Purpose of Post** | The Academic and Assessment Records Officer will be a member of the Academic Data Systems team who are responsible for the management and maintenance of student records, systems and associated data and the development and enhancement of student records solutions and systems to meet the strategic and operational needs of the institution. The team manage and engage with the University’s Student Records system (SITS) as super users supporting the entire student journey from enrolment through to post award. They are responsible for data stewardship and the delivery of high-quality student record and associated administrative services. The team also lead on the provision of key statutory external returns, such as Data Futures and provide critical support for internal reporting portfolios. The Academic and Assessment Records Officer will primarily be supporting the Senior Assessment Officer who is responsible for the management and maintenance of the University SITS based Student Assessment System, ensuring that all assessment data, regulations and processes are fit for purpose, compliant with both internal and external requirements and that they deliver the required outputs against a challenging timeframe and across numerous and varied assessment windows. Both the team and the role holder will seek to support the strategic student experience objectives of the University and are pivotal in supporting the work of both Faculty senior leads and their teams and support both Education Services and senior colleagues in other professional unit internal teams with complex data, systems and reporting. This post will support system (SITS) development, support operations and ensuring data is fit for purpose and complies with academic regulation and policy, regulatory requirements whilst also maximising the University’s student experience and aims to deliver efficient systems to support the varying objectives for the University’s portfolio of programmes. The Officer will report to the Academic Data System Manager and will work collaboratively and support the Senior Assessment Officer in developing, leading and project managing cross-cutting assessment systems, and supporting Faculty operations across the University. The Officer is responsible for following:**Management Responsibilities:** 1. Contribute to the operational management of the Academic Data Systems Team.**The development and delivery of services, policies and procedures**1. Make positive contributions to the development, delivery and monitoring of services to enable effective provision of a high-quality student experience.
2. Maintain and make positive contributions to procedures and systems relating to assessment and the management of systematic assessment regulations within.

**Specific Duties**1. Supporting the Senior Assessment Officer and being a point of contact for all assessment system related enquiries, for example:
* Ensuring all students are allocated and considered at appropriate Progression and Awards Boards and all results are released in a timely manner on the students’ intranet account.
* Supporting School administrators to resolve queries, inform procedures, share good practice and identify potential areas of concern or risk to the University.
* Ensuring the assessment system remains fit for purpose and working closely with the Business Software Development team (and other teams) within Information Systems and Services on any development requirements.
* the incorporation of the assessment regulations into the SITS database to ensure end of year progression and award decisions are calculated accurately for all programmes of study and students.
* Understanding academic planning issues and relate to and inform the academic work of Progression and Award Boards and Faculties.
* Providing expert advice across the University in relation to the assessment system and lead support for other reporting functions of the service.
1. To have responsibility for the generation of e-certificates, transcripts and Higher Education Achievement Reports on the students’ gradintel.com account.
2. To support the Academic Data Systems Manager in the generation of hard copy certificates.
3. To provide support to other members of the Academic Data Systems Team, as required.

**Network and Engagement**1. Engage with internal and external stakeholders regarding assessment systems and to support the enhancement of the University’s approach to managing assessment systems.
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 managing assessment systems, being responsive to the need for change and enhancement.
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| **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. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy
5. To engage in training and CPD to keep abreast of policies, legislation and compliance related to this area of work.
6. Any other duties as directed by the Director of Education Services or their nominated representative expected within the grade definition.
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| **Leadership 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. In addition you will operate to a defined set of [Leadership Values](https://www.swansea.ac.uk/media/Swansea%20University%20Leadership%20Model%202018.pdf): **We are Professional** We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance.**We Work Together** We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the “big picture” and harnessing ideas and opportunities to achieve the University’s vision.**We care** We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motive and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand. |
| **Person Specification** | **Essential Criteria:****Leadership Values:*** Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions.
* Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge.
* Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.

**Qualifications*** Educated to degree level or have appropriate applicable professional experience.

**Experience:**1. Strong working knowledge and experience of student assessment, academic regulations and the operation of exam boards.
2. Experience of data collection and management. Experience in managing and monitoring projects to ensure that the project is delivered on time and achieves stakeholder objectives

**Knowledge and Skills:**1. Able to evidence excellent logic and reasoning skills and are able to incorporate regulatory criteria into systems.
2. Excellent organisational skills, the ability to manage a variety of tasks simultaneously, and to organise and prioritise own work and that of others in order to meet project milestones
3. Good communication skills with clear evidence of effective presentation skills, report-writing skills and the ability to converse with a range of stakeholders
4. Experience of writing data retrieval queries using reporting tools such as Power BI or Microsoft Access query builder.

**Desirable Criteria:**1. **Welsh Language:**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). Level 1 can be reached by completing a one-hour training course.*
2. Experience of working in the Higher Education environment and dealing with stakeholders in the HEI environment
3. Willingness to travel to meet stakeholders at different locations
4. Knowledge of SITS system development to apply assessment rules

Candidates should include reference to the values and personal attributes within their applications, in addition to the essential and desirable criteria. The panel will be assessing against all of these skills and attributes. |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). 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** | **For informal enquiries please contact**: Dr Gary Jones, Academic Data Systems Manager on 01792 295349 or email: d.g.jones@swansea.ac.uk |

  