**Job Description**

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| **Faculty/Directorate/Service Area:** | **EDUCATION SERVICES** |
| **Job Title:** | **SENIOR ASSESSMENT AND AWARDS OFFICER (GRADUATION)** |
| **Department/Subject:** | **Student Academic Services** |
| **Salary:** | **APM Grade 8** |
| **Hours of work:** | **Full-time – 35 hours** |
| **Contract:** | **Fixed-term until 21 October 2025 to cover Maternity** |
| **Location:** | **The post-holder may be required to work across the University sites as required** |

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| **Main Purpose of Post** | The primary aim of the Senior Assessment and Awards Officer (Graduation) will be to ensure the delivery of high-quality University Degree and Award Congregations. The post-holder will interact closely with staff based in Professional Services, Faculties and the Students’ Union, to develop deliver and monitor frameworks and processes that are customer centric, streamlined and efficient to meet the needs of the University and internal and external stakeholders.  ***Management Responsibilities:***   1. Line management and motivation of an operational team responsible for the Degree and Award Congregations. 2. Conduct meaningful and progressive Professional Development Reviews; manage HR related matters such as annual leave, sickness and performance, providing clarity about role, responsibility and accountability, explaining how team members fit in the structure. 3. Responsible for motivating others to be innovative and outcome-focussed and to perform effectively during challenging and changing times.   ***Contribution to the development and implementation of policy and strategy***   1. Make positive contributions to the delivery, implementation and monitoring of systems to enable effective provision of a high-quality student experience. 2. Maintain and develop procedures and systems relating to the Degree and Award Congregations. In particular the post-holder will develop efficient and effective streamlined solutions within the area of responsibility.   ***Networking and Engagement***   1. Develop and engage with internal and external stakeholders to support the maintenance and enhancement of the University’s approach to the Degree and Award Congregations. 2. To work in partnership with Professional Services, Faculties, the Students’ Union etc. to support the delivery of a high quality service. 3. To share best practice and key developments with Faculties and Professional Service staff. 4. Contribute to the design and delivery of workshops and training events relating to the process.   ***Management Information***   1. Provide management information reports in association with set targets. 2. Support the development of procedures and systems to best serve the needs of staff and students.   ***Specific Duties***   1. To provide expert advice, support and guidance to staff, students and key stakeholders across the institution on the development, implementation and management of the University’s arrangements relating to the Degree and Award Congregations, including the development of procedures, management of the process and review. 2. Delivery of high quality Winter and Summer Degree and Award ceremonies. 3. Work with colleagues in both colleges and professional services to deliver a graduation experience for students, staff, guests, VIPs and dignitaries that are of the highest quality. 4. Work closely with the University Senior Management Team in the delivery of the Degree and Award Congregations. 5. Deliver the Degree and Award Congregations within budget. 6. Develop contingency plans for the delivery of the Degree and Award Congregations. 7. Identify and promote best practice both internally and from the wider higher education sector. |
| **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 Director of Education Services or the Head of Student Academic Services expected within the grade definition. 5. To ensure that risk management is an integral part of any decision-making process, by ensuring compliance with the University’s Risk Management Policy |
| **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:**   1. 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. 2. 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. 3. 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.   **Qualification**   * A degree or equivalent significant relevant work experience   **Experience**   * Experience of organising and coordinating University wide projects, events or processes. * Experience of using innovative and creative solutions to problem solving and to manage dynamic situations immediately. * Experience of developing and delivering effective processes and guidance. * Experience of delivering projects in a time sensitive environment.   **Knowledge and Skills**   * Excellent communication skills, verbal and written and to present coherent arguments to achieve the desired outcome. * Excellent presentation skills to communicate effectively in all situations to varied audiences. * Excellent organisational and time management skills with ability to prioritise work to meet deadlines in an outcome focussed way. * Ability to understand, interpret and communicate complex regulations and procedures to a variety of stakeholders.   **Desirable Criteria:**   * Experience of delivering a project within budget. * Experience of delivering Degree and Award Congregations. * Experience of managing an operational delivery team. |
| **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** | **Informal enquiries for this post can be made to Jane Lewis-Normand, Head of Student Academic Services, Email:** [**j.m.e.lewis-normand@swansea.ac.uk**](mailto:j.m.e.lewis-normand@swansea.ac.uk) |

  