Assessment Officer
Student and Academic Services

Closing date: 19 November 2017
Interview date: TBC
Vacancy reference: 6169
INTRODUCTION

A vacancy has arisen for an experienced, professional administrator with excellent communication skills to join our Assessment team.

The University of York operates a centralised set of award and progression rules which maintain equity and transparency for all of our taught students. As a member of our established Assessment team and reporting to the Assessment Manager, you will be working with academic departments and colleagues in Student Services to ensure that the criteria for progression and award are accurately reflected in the student records system (SITS) as a key part of the quality assurance of the University’s awards. You will have experience of working with large records systems and the development of the logic which drives them. You will be comfortable interrogating and manipulating data, and equally as importantly you will have the skills necessary to work as part of a tight knit team to provide support to a wide variety of customer groups who have varying levels of confidence and experience with the technology.
Main purpose of the role

To undertake a range of administrative activities that contribute to the effective and efficient operation of student progression and awards within the Student Services department

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Assist in the efficient calculation of student outcomes at the relevant point(s) in programmes of study
- Assist in the creation, maintenance and grouping of modules within SITS to support modular programmes of study
- Act as a point of reference for and provide information, advice, guidance and support to staff and students on progression, awards, mark entry and module maintenance
- Create, manage and maintain information systems pertaining to student outcomes and assessment-related data within the SITS system and associated reporting tools
- Liaise with relevant departments to develop reliable and informative data and statistics to provide to both internal and external organisations and individuals
- Assist with the development of assessment documentation and information media (both hard copy and web-based), in consultation with colleagues and other departments
- Provide support to projects relating to the development and maintenance of assessment
- Develop, maintain and monitor reports pertaining to student and module data
- Provide data to management as required
- Deliver training, communication and support to departmental administrators on module and assessment data held within the SITS system, developing new training programmes as appropriate and responding to queries via the electronic helpdesk function
- Undertake any other task that may be assigned to support the activities of the department
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A general education to include three passes at A level, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<td>IT-related qualification</td>
<td>Desirable</td>
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### Knowledge

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<th>Essential / Desirable</th>
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<tr>
<td>An understanding of the principles of service delivery within a large, complex organisation</td>
<td>Essential</td>
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<td>Good working knowledge of all Microsoft Office and/or Google Drive applications</td>
<td>Essential</td>
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<td>Working knowledge of a complex database system, such as a student records system</td>
<td>Essential</td>
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<td>An awareness of importance of the confidentiality of personal information and of appropriate disclosure</td>
<td>Essential</td>
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<td>An understanding of process evaluation and improvement</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tr>
<td>Good oral and written communication skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to internal and external contacts</td>
<td>Essential</td>
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<td>Able to explain complicated and/or technical concepts in a way that is easily understood by non-specialists and to feed back an understanding of user requirements effectively</td>
<td>Essential</td>
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<td>Initiative and problem solving skills</td>
<td>Essential</td>
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<td>Able to produce work of a high standard to specific deadlines</td>
<td>Essential</td>
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<td>Strong IT skills including word processing, spreadsheets, email</td>
<td>Essential</td>
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<td>A high degree of attention to detail</td>
<td>Essential</td>
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<td>Able to work under pressure and on own initiative</td>
<td>Essential</td>
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<td>Demonstrable ability to work as part of a team</td>
<td>Essential</td>
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<td>User of the SITS student record system</td>
<td>Desirable</td>
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<td>Ability to use report writing tools, for example Business Objects</td>
<td>Desirable</td>
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# PERSON SPECIFICATION

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<th>Experience</th>
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<tr>
<td>Experience of working with large datasets</td>
<td>Essential</td>
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<td>Expertise in manipulating databases and spreadsheets</td>
<td>Essential</td>
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<td>Experience of delivering customer-focused training</td>
<td>Desirable</td>
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<td>Experience of supporting project delivery</td>
<td>Desirable</td>
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<tr>
<th>Personal attributes</th>
<th>Essential</th>
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<tr>
<td>An organised and proactive approach to tasks</td>
<td>Essential</td>
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<td>A willingness to embrace change</td>
<td>Essential</td>
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<td>Demonstrable initiative</td>
<td>Essential</td>
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<td>Keen to provide a high standard of customer service</td>
<td>Essential</td>
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<td>Highly motivated, able to work independently or as part of a team</td>
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<td>Conveys a positive attitude</td>
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<td>Enthusiasm for data and data interrogation</td>
<td>Essential</td>
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THE DEPARTMENT

Student and Academic Services provide administrative and advisory services and opportunities for development to support the student experience. Working collaboratively with students, colleagues and external partners we facilitate learning, development and success.

As one of the largest professional service directorates we make a significant impact on the University’s ability to achieve its ambition of offering and outstanding and valuable experience, and to support our colleagues in achieving excellence in research, teaching, and the student experience. We are in a strong position to shape and influence the way that the University delivers its objectives. We provide a collection of professional services which contribute to the quality of the student experience; these services are organised in five sections:

- Academic Support
- Careers and Placements
- Colleges
- Open Door
- Student Services

Student Services is engaged in a broad range of activities which underpin the student lifecycle from enrolment through to graduation. We are the first point of contact for students for everyday enquiries and specialist advice, and provide and support essential processes, systems, and events that underpin the student journey, the administration of teaching and learning, and the University’s relationship with key stakeholders and external agencies. We are responsible for matters relating to:

- front-of-house support, information, and guidance;
- student advice;
- student records management;
- student enrolment;
- student financial support;
- academic progress;
- examinations and assessment;
- academic appeals;
- graduation;
- research student administration;
- compliance and statutory returns; and
- student systems development.

We are comprised of a team of approximately 60 staff members organised in 11 teams. Our teams work in partnership with academic departments and professional services across a wide range of operational and development activities. We’re working together to identify opportunities to introduce greater harmonisation of the administrative processes and tasks that support the student journey, and to adapt and develop our services to meet new requirements.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York.

**Shopping, culture and entertainment**

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

**Housing and schools**

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

**Yorkshire**

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6169
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 19 November 2017.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Gillian.wright@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835