Assessment and Feedback Administrator
The York Management School

Closing date: 20 June 2018

Interview date: W/C 9 July (This date is indicative and will be confirmed to shortlisted candidates in the Interview Invite)

Vacancy reference: 6698
INTRODUCTION

The York Management School has new administrative opportunities within its Assessment and Feedback team. With growing student numbers from the UK and around the world, and our activities branching out in new directions, this is an exciting time for us and we are looking for new team members to help us to achieve our goals. We place a significant emphasis on the provision of a high quality learning experience for our students and a rigorous assessment function is essential to supporting that aim. As a School we are committed to continuous improvements in our systems and processes and this role gives the opportunity for like-minded individuals to actively contribute towards shaping our assessment service.

Yvonne Ablett
School Manager
Main purpose of the role

To work as a member of the Assessment Team, taking responsibility for administering the full range of student assessment and feedback.

To ensure efficient and rigorous assessment and examination processes and procedure are followed in line with University requirements.

To provide administrative support to various committees and investigations and to work alongside colleagues in the Student Office to share information and knowledge and to offer a comprehensive level of support to our students.

Key responsibilities

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

- Working under the direction of the Assessment Coordinator administering all aspects of the assessment and feedback including: receiving and format checking of assessment documentation following internal vetting, to comply with University requirements; release of open assessments via the VLE (Yorkshare); administration of electronically submitted open assessments and distribution and monitoring of assessment marking; preparation and distribution of marking schedule; data entry of marks to student records system (SITS/e:vision).

- To assist the Chair of Board of Examiners (BoE) in communicating dates of examinations to staff and students and in dealing with queries from staff and students regarding assessment and feedback.

- To administer processes to ensure accurate and timely feedback on assessments to students.

- To actively contribute to the development of new systems and processes to assist in the management of assessment and feedback in the School.

- To organise assessments within the School for students with special requirements and maintain accurate student records.

- To provide admin support for committee meetings, including agenda preparation, room bookings and taking and transcribing accurate minutes, following up on action points and associated business and adhering to document control procedures.

- Working closely with the Chair of Board of Examiners and the Assessment Coordinator in the preparation and presentation of information at Board of Examiners/Studies meetings using information resources including Excel, Business Objects, e:vision and SITS.

- Liaison with external examiners during the preparation of assessment documentation, supplying sample copies of scripts following each assessment period, advising of BoE meetings.

- Liaison with the University Exams office regarding the preparation of assessment materials and timetables.

- Administering processes in respect of students with exceptional circumstances or special cases to ensure progression procedures are followed in accordance with notified and approved circumstances and in line with University regulations.

- Assist with the procedures for students suspected of academic misconduct. Arrange hearings, minute hearings, prepare and submit reports to Standing Committee on Assessment (SCA) and record details of penalties in e:vision.

- Conducting regular archiving of stored assessment materials in line with the School and University policies.

- Provide support and assist in training new colleagues regarding processes and procedures related to assessment and feedback.

- To produce assessment-related statistical and management information when required.

JOB DESCRIPTION

At a glance

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- Responsibility for maintaining the relevant email accounts and responding to student and staff enquiries.

- Responding in an informed and sensitive manner to a diverse student population regarding difficulties and problems they may be experiencing.

Any other duties commensurate with the grade of the post.
## PERSON SPECIFICATION

### Qualifications

| Good general standard of education to at least GCSE level (or equivalent) | Essential |

### Knowledge

| Good knowledge of all MS office applications, particularly Excel, Word, Access and PowerPoint | Essential |
| Thorough knowledge of administrative procedures and processes in a busy office within a large complex organisation. | Essential |
| Understanding of the needs of students, particularly supporting a diverse student population. | Essential |
| Knowledge of student assessment processes. | Desirable |
| Knowledge and understanding of higher education systems and processes. | Desirable |

### Skills, abilities and competencies

| Ability to work with numerical data. | Essential |
| Demonstrate IT skills with the ability to use the MS Office suite | Essential |
| Ability to manipulate large and complex data sets. | Essential |
| Ability to produce statistical analysis of data, including the use of formulas in Excel, highlighting any problematic issues. | Essential |
| Excellent organisational skills with the ability to manage multiple competing deadlines. | Essential |
| Ability to work confidently and accurately, demonstrating use of initiative. | Essential |
| Ability to communicate effectively both orally and in writing with a wide range of people. | Essential |
| Ability to provide a high level of customer service, support and advice to students, staff and external contacts. | Essential |
| Ability to prepare meeting agendas, producing concise and accurate minutes from large meetings. | Essential |
| Ability to assist with system and process reviews and suggest improvements. | Essential |
## PERSON SPECIFICATION

### Experience

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<tr>
<td>Essential</td>
<td>Experience of working effectively in a busy administrative role within a large and complex organisation.</td>
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<td>Experience of dealing with confidential and sensitive information.</td>
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<tr>
<td>Essential</td>
<td>Experience and confidence in dealing with a wide range of people at all levels in an organisation.</td>
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<tr>
<td>Desirable</td>
<td>Experience of using student records systems, eg SITS.</td>
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<td>Desirable</td>
<td>Experience of working with people from diverse cultural backgrounds.</td>
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<td>Desirable</td>
<td>Experience of working in Higher Education in a student-facing role.</td>
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### Personal attributes

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<tr>
<td>Essential</td>
<td>Able to work effectively as part of a team, demonstrating a professional and flexible approach.</td>
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<td>Essential</td>
<td>Confident communicator at all levels.</td>
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<tr>
<td>Essential</td>
<td>Excellent interpersonal skills with a personal commitment to excellence in service provision.</td>
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<td>Essential</td>
<td>Positive attitude to change with a willingness to adapt systems and processes to ensure maximum efficiency and effectiveness.</td>
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<td>Essential</td>
<td>Able to deal with sensitive student issues in a calm and professional manner.</td>
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<tr>
<td>Desirable</td>
<td>Understand the issues affecting students and the ability to advise them in accordance with University regulations on a range of student problems.</td>
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We offer research led, quality teaching, based on influential scholarship, international profile and strong links with business in a world class university environment, to develop intellectual, entrepreneurial and highly employable graduates. Our specialist expertise links closely to key themes affecting the modern workplace, globalisation, the ongoing revolution in information technology, risk and financial stability, ethics and business behaviour and the transformation of public services.

Our Mission at The York Management School is to become the natural home within the UK for world-leading scholars who work alongside experts in other academic disciplines as well as their own.

The University has invested in a new building at the heart of our campus for us to move into in 2019. A very strong performance in the NSS in 2017, and an improvement in all major league tables for each of the last two years, have helped contribute towards continued healthy growth in our student population. We plan to grow further in coming years.

At TYMS, we place heavy emphasis on providing a high quality student experience, and we expect that all our colleagues are committed to this agenda. Should you join our Professional and Support Services team, you can expect to be working in collaboration with colleagues across the School to help us develop and deliver our objectives.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 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 are ranked 16th in the Times & Sunday Times league table (2017). 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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

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 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 6698
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 20 June 2018

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 Chris Purdham, Senior Administrator via email chris.purdham@york.ac.uk or Jackie Coates, Assessment Coordinator via email jackie.coates@york.ac.uk

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

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