Assessments Assistant

Department: Economics and Related Studies
Hours of work: Full-time, 37 hours per week
Contract type: Open
Salary: Grade 4, £23,487 - £26,341 per year
Introduction

The Department of Economics and Related Studies are seeking an Assessments Assistant to join our busy Student Services Team, focusing on student assessment.

Led by the Student Services Manager, the Student Services Team provide a welcoming and high quality customer service to our students, colleagues and visitors.

The team offers support, advice and guidance to all students, both undergraduate (UG) and postgraduate (PG), in relation to all aspects of the student journey.

You will play a pivotal role in supporting the Assessments Administrator to ensure that every stage of the assessment process is managed efficiently and effectively; from receiving draft exam papers from academic colleagues, right through to the publication of results and degree classifications.

Whilst you will have responsibility for specific areas of activity, you will be expected to work flexibly and across different areas, assisting the Assessments Administrator, to ensure the smooth running of the department’s student assessments.

You will be a proactive colleague accustomed to finding efficient solutions to everyday problems, and to meeting deadlines whilst maintaining a high standards and accuracy. You will be a competent IT user with a keen eye for detail, who enjoys helping people. Your learning and development will be supported throughout your time here. We are committed to providing a flexible, family-friendly environment, including an established flexi-time scheme, and the option of a blended approach to on campus and remote working where appropriate.

Main purpose of the role

You will provide a professional administrative service, carrying out a range of duties in order to facilitate the smooth running of the Student Services Team, to:

- Be the first point of contact for students, colleagues and visitors, providing a reliable and high quality service.
- Take responsibility for a range of administrative processes associated with the day-to-day running of the department’s UG, PG and Distance Learning student assessments.
- Acquire a comprehensive understanding of the department’s programmes, and of University policies and systems relevant to the role, in order to advise students and facilitate the effective and efficient delivery of processes that underpin departmental student assessment.

Key responsibilities

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

- Programme administration – understand the department’s programme structures to be able to maintain accurate student records, resolve problems and respond to queries from students and colleagues, in relation to the whole student journey e.g. admissions, degree programmes, modules & module changes, deadlines, exceptional circumstances, leave of absence, programme transfers, withdrawals.
- Provide effective and efficient administrative support to at least one Departmental Committees as assigned, including the arranging and servicing of meetings, preparing accurate minutes promptly,
filtering enquiries, drafting and preparation of documentation, communication and follow up of action points.

- Working under the direction of the Assessments Administrator, on all aspects of the assessment of Economics modules, including: a. receiving and format checking of assessment documentation to comply with University Regulations, b. distribution and monitoring of assessment marking c. data entry and accuracy checking of marks and assessments data before publication d. release of assessment marks via the appropriate system (SITS/e:Vision)

- Assist in organising all aspects of student feedback on assessments, including script-viewing sessions.

- Supporting the PG Dissertation process providing full and comprehensive administrative support to all activities surrounding student dissertations. Working closely with the Dissertation Coordinator/s, to ensure the efficient support of students undertaking a dissertation, and of academic colleagues involved in the supervision and marking of dissertations.

- Maintain the department website/webpages/VLE/noticeboards and update content relating to assessments as required.

- Develop knowledge of the University rules on assessment and apply the rules to queries from students and staff.

- Provide support to the Chair of the Board of Examiners and Assessments Administrator in the preparation and presentation of information at Board of Examiners meetings and at Exceptional Circumstances Committees.

- Producing transcripts of marks for current and former undergraduate and postgraduate students, as required by the central Exams Office, and responding to queries on this matter.

- Deputising for the Assessments Administrator as required.

- Student Wellbeing Contact – understand and empathise with student issues, develop a full understanding of the resources available to students to support them with their welfare and health if they are experiencing difficulties. Signposting students efficiently and appropriately to enable them to access support.

- Providing cover for the departmental reception as required.

- Undertake a range of administrative duties, making certain that controls are in place to ensure accuracy and timeliness. Contribute to the ongoing improvement and development of University processes and systems.

- Ensure all information and data is managed in line with the relevant University policies

Any other duties that reasonably fall within the scope of the role following discussion with the post holder.
## Person specification

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<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>Qualified to 5 GCSE passes at level 4 /Grade C or above (including Maths and English), an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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### Knowledge and experience

| Experience of working in a varied administrative role effectively balancing competing priorities | Essential |
| Experience in the use of relevant IT applications and/or systems including MS Office and/or Google applications | Essential |
| Experience of providing an excellent standard of customer service to a range of stakeholders | Essential |

### Skills, abilities and competencies

| Ability to analyse, interpret and summarise numerical and written information for use in a variety of ways | Essential |
| Excellent interpersonal and communications skills, including face to face, telephone and written communication skills | Essential |
| Planning and organisational skills, e.g. meetings and events | Essential |
| A proactive approach and the ability to apply problem-solving skills | Essential |
| Attention to detail and ability to provide accurate, concise summaries and notes | Essential |
| Able to work flexibly and accurately, under pressure and to tight deadlines | Essential |

### Personal attributes

| Commitment to work in and contribute to an environment of change and continuous improvement | Essential |
| Commitment to promoting equality and inclusive practice to enhance the University experience for all | Essential |
| Commitment to collaborative working | Essential |