Assessment & Workload Coordinator

Department: Education

Hours of work: Full time | 37 hours per week

Contract type: Open

Salary: Grade 5 | £26,341 - 32,344 per year
Main purpose of the role

The Assessments & Workload Coordinator will work closely with key colleagues within the Department and University to provide outstanding administrative support to the planning and delivery of the Department’s undergraduate and postgraduate programmes. The role focuses on the coordination and administration of assessment within the department and is also responsible for supporting the department’s academic workload activities.

Working closely with the Programme Administrators and under the leadership of the Student Services Manager, the post holder will take responsibility for managing assessments and examinations for the Department’s taught programmes in line with University and Department policy.

The post holder will also be expected to collaborate with the Student Services Manager and the Administration Manager to support the Department’s academic workload planning. You will be responsible for maintaining the Workload Allocation Model (WAM) with accuracy and in a timely manner to support management and decision making. The role holder will be expected to proactively engage with the Student Services Manager, Directors of UG and PG Studies and other key role holders to ensure that allocations are in place for relevant aspects of the workload modelling and to address any ad hoc allocations as they arise.

The successful candidate will also be expected to contribute to a range of other work within the wider team and will be responsible for coordinating the Department’s student and public facing social media.

This is a new role within the Department of Education and the post holder will have the opportunity to help embed this support within the department’s activities. A professional approach to work, a willingness to help and a positive outlook are required in order to fulfil the requirements of the role. It is required that the post holder establish good working relationships with academic and professional staff as well as students and external stakeholders.
The post holder will be expected to actively participate in the Student Services Team and to work flexibly to provide mutual cover and support for other areas of work within the team as required. You will be expected to contribute to the development, improvement and implementation of efficient office administrative systems and will be committed to delivering an outstanding customer service to students, colleagues and academic staff.

**Key responsibilities**

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

1. **Role Specific Responsibilities**

   - Coordinate the administration of the Department’s assessment and examinations according to University and Department policy including supporting the Chair of Board of Studies, managing assessment data for taught programmes, liaising with external examiners and ensuring compliance.
   - Maintain an annual assessment calendar for markers and support staff, ensuring equitable workloads for staff supporting assessments.
   - Contribute to the Department’s Workload Allocation Model (WAM) as required by the Student Services Manager and Administration Manager, ensuring that records are updated with accuracy and in a timely manner to support management and decision making.
   - Lead on the Department’s student and public facing social media activities.
   - Working with the Student Services Manager and key academic role holders, help to identify opportunities for greater coordination and efficiencies across the team’s activities and to improve the student experience.
   - Gain knowledge and understanding of the work of the wider team in order to contribute more broadly and to provide support at peak times of the academic calendar.
   - Work flexibly and effectively as part of a team ensuring a seamless service is provided and knowledge is shared effectively, including contributing to the training and induction of colleagues or new staff.
   - Act as Deputy for the Student Services Manager as and when required.

2. **University of York Responsibilities for Grade 5**

   **Service and Operational Delivery**
   - Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
   - Deliver services to standards set by others, using initiative and independent action to meet service needs.
   - Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
   - Where appropriate, solicit customer views on the nature and quality of the service provided.
   - Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
   - Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

   **Continuous Improvement**
   - Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
● Contribute to and/or initiate the development and improvement of methods of service delivery.
● Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
● Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution
● Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
● Carry out investigations, searches and research information and data to identify trends and patterns.
● Analyse data and statistics and provide reports for higher level decision makers.
● Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication
● Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
● Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
● Engage with external peers and specialists to exchange knowledge and information.
● Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
● Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight
● Implement and monitor recognised procedures to ensure compliance.
● Provide training to team members on procedure e.g. data handling and recording.
● Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation
● Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
● Contribute to longer term plans/programmes of work.
● Plan and organise small scale projects.
## Person specification

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of either working with assessments or workload modelling (or both) in a previous role</td>
<td>Desirable</td>
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<td>Manage large sets of data with accuracy</td>
<td>Essential</td>
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<td>Advanced skills in the use spreadsheets such as Google Sheets or Excel</td>
<td>Essential</td>
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### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience.

### Skills - demonstrates the ability to:

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<th>Skill</th>
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<tr>
<td>Manage small-scale projects</td>
<td>Essential</td>
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<tr>
<td>Gather, analyse, interpret and report data/information</td>
<td>Essential</td>
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<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td>Essential</td>
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<td>Communicate effectively in verbal and written formats, including the use of a variety of digital tools</td>
<td>Essential</td>
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### Behaviours:

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<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
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<td>Develops self and others</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
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