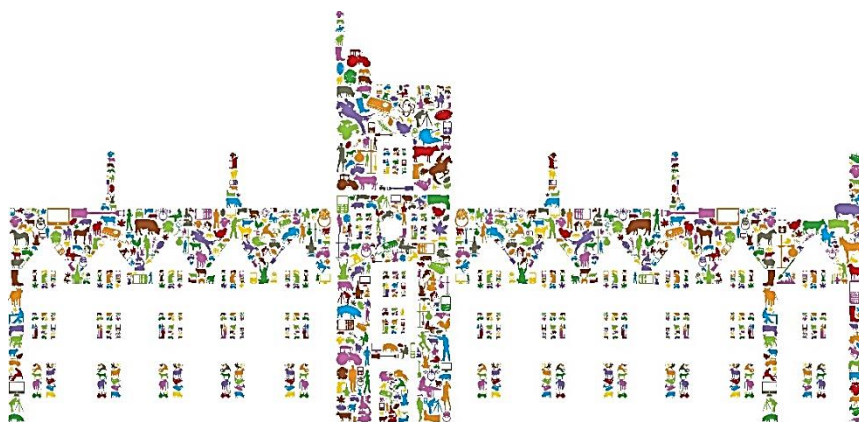


Academic Quality Support Officer: Examinations and Assessment



Introduction

The Royal Agricultural University (RAU) is going through a period of exciting and dynamic change. At the forefront of agricultural education since our foundation as the Royal Agricultural College in 1845, the University now has some 1,200 undergraduate students from over 45 different countries studying at our historic campus, set in 25 acres of magnificent grounds in the heart of the Cotswolds.

A full University since 2013, the RAU is an acknowledged leader in education and applied research relevant to the land-based industries notably agriculture, rural land management, property and the built environment, the food supply chain, agribusiness, countryside and environmental management and equine management and science.

We are looking for a motivated individual to join the Quality Assurance Team within Academic Registry with emphasis on planning and delivery of the end-to-end process of examinations, assessments and results to students. Our ambition is that the services we provide should be sector-leading, adapted to meet the needs of the RAU, and sufficiently flexible to respond rapidly to changing requirements.

You will work closely with Academic Registry and Programme Managers to plan and deliver a responsive timetable of examinations and to ensure that all assessment processes are conducted within the framework of the University's Academic Regulations.

The Role

Main purpose

Working to the Assistant Registrar: Quality Assurance, the Academic Quality Support Officer: Examinations and Assessment will take responsibility for the day-to-day management and integrity of undergraduate and post-graduate examination and assessments within the RAU. The role will also involve the provision of advice on the University's assessment regulations to collaborative partner organisations.

The responsibilities of the Quality Assurance Team include Academic Quality and Standards, Examinations & Assessments, Timetabling and Collaborative Partnerships. All members of the team work flexibly to support each other and therefore this role holds opportunities for gaining a wide range of experience in academic administration.

The RAU currently operates two main examination periods at the end of Semesters 1 and 2, both lasting two weeks with a further one-week examination period in late August for re-sit examinations. There are approximately 60 examinations to schedule in each of the main examination periods.

Department: Academic Registry

Responsible to: Assistant Registrar: Quality Assurance

Location: Cirencester, Stroud Road Campus

Term: Permanent, full-time

Salary Grade 6: £25,482 - £30,394 p.a. (appointment level will depend on experience)

Relationship with: Academic staff, Heads of School, students, external examiners, School Administration, Disability Officer, Registry Team, Collaborative Partner Institutions

Key Responsibilities

Administrative Support

- Schedule, coordinate and communicate all examination and assessment activity according to institutional and validating body constraints, student needs and academic regulations.
- Ensure the secure compilation and submission of examination and assessment materials; including papers, booklets, and guidance in accordance with RAU guidelines.
- Co-ordinate and lead the Examinations Support and Admin Team (ESAT), drawn from staff across the University to assist with examinations
- Co-ordinate and brief the team of invigilators
- Pro-actively track coursework assessments to ensure that timescales are adhered to, escalating problems when necessary.
- Monitor and report on the moderation of marked scripts to ensure that moderation is undertaken in accordance with the academic regulations.
- Act as Secretary to the Examination Boards as required, including at Collaborative Partner institutions.
- Communicate decisions of the Examination Boards to students and advisors as appropriate, including the production and distribution of Certificates and Transcripts.
- Provide administrative support to the Academic Registrar for Academic Misconduct Panels and Appeals.
- Produce and maintain procedures relating to examinations and assessment within Registry.
- Contribute to the continuous improvement of service delivery, processes and practices.
- Act as Secretary to University Committees, as required.
- Act as Secretary to course Validation and Review Panels, as required.
- Assist other departments within Registry and across the University during peak times.

Reporting

- Create, update and maintain student data in the appropriate systems.
- Prepare and maintain documentation and standard reports for internal and external bodies (e.g., institution examiner handbooks, reports for Examination Boards and committee papers)

Stakeholder Engagement

- Build and maintain strong relationships with all key internal and external stakeholders, including External Examiners.
- Collaborate with School Administrators to maintain an overview of the work of Module Examination Boards and ensure examination and assessment matters are delivered in accordance with the University's or validating bodies' procedures and regulations.
- Liaise with Student Support Services in order to ensure appropriate implementation of Disability Discrimination Act legislative requirements for students undertaking examinations.
- Act as a point of contact for both internal and external stakeholders in relation to all examination and assessment matters.

Academic Registry Responsibilities

- The Quality Assurance Team is part of Academic Registry and all members of Academic Registry work collaboratively to ensure that all activities and functions of the wider team are delivered on time and to a high standard.
- All members of Academic Registry work collaboratively across the University to deliver university wide activities and functions (e.g. Graduation).
- To provide excellent customer service to students, staff and other stakeholders.

Person Specification

REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) or DESIRABLE (D) REQUIREMENTS	MEASURED BY: A) Application Form B) Interview C) Test / Exercise
A degree or significant experience at a graduate level with a high level of literacy	E	A
The ability to plan and execute an examinations timetable, managing the variables of room and staff availability, and examination lengths whilst ensuring there are no clashes for students	E	A, B, C
An understanding of the role of the Office for Students (OfS) as the Regulator for Higher Education	E	A, B, C
Excellent report writing and committee servicing skills	E	A, B, C
Evidence of strong analytical skills and the ability to propose potential solutions to regulatory or logistical problems	E	A, B, C
Excellent organisation skills and the ability to pay attention to detail	E	A, B, C
The ability to work unsupervised and use own initiative to manage and organise own workload to meet a complex set of deadlines	E	A, B
Excellent communication skills with the ability to build successful working relationships across internal and external boundaries	E	A, B
The confidence and ability to direct staff assisting in the examinations process (e.g. invigilators)	E	A, B

REQUIREMENTS	ESSENTIAL (E) or DESIRABLE (D) REQUIREMENTS	MEASURED BY: A) Application Form B) Interview C) Test / Exercise
The post holder must be able to demonstrate:		
The ability to manage multiple demands without losing focus or energy	E	A, B
A sound level of competence in Microsoft Office	E	A, C
The ability to work accurately and effectively under pressure	E	A, B, C
A reliable and effective team player	E	A, B
Excellent customer service skills	E	A, B
Resilience	E	A, B
Commitment to Equality, Diversity and Inclusion	E	A, B
Willingness and flexibility to work according to the needs of the service, for example, early starts or late finishes are required to start and finish examinations during the examination periods, occasional evening or weekend working and travel to collaborative partner institutions (which may involve an overnight stay).	E	A, B
Empathy to students at times of stress, whilst ensuring a fair student experience for all	E	A, B
An understanding of the role of an Academic Registry within Higher Education	D	A, B
Experience in an Academic Registry related role	D	A, B
Experience in the administration of examinations in schools, Further or Higher Education	D	A, B
An understanding of Higher Education Quality Assurance processes	D	A, B

Benefits of Working with Us

We have over 200 dedicated employees who are proud to work for us. Whether our people are permanent, or join us for a few months, we genuinely take their health, wellbeing, and development seriously. We believe in investing in development and happiness at work and have a good range of benefits, a full list can be found here: <https://www.rau.ac.uk/about/jobs/benefits-working-us>

Application Process

If you are interested in applying for this role, please send:

- A University [Professional Services Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk – you may attach your up to date CV if you wish to add additional information
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk saying where you saw the advert for the role

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Closing date: Wednesday 3rd April with **Interviews:** on Friday 12th April 2019