

Job Description

Job title Exams and Awards Administrator

Faculty/Directorate Registry Services

Grade: D

Role profile: SMD2

Full time

Permanent

	Duties of the role
Overall purpose of the role	<p>The postholder will provide a professional administrative support service to the Exams and Awards office in the Directorate of Registry</p> <p>The Exams and Awards team is responsible for the central planning, management and delivery of graduation ceremonies and the scheduling, preparation and delivery of examinations.</p> <p>This post is a broad and varied role and incorporates responsibilities for both examinations and graduations.</p>
Main duties and responsibilities	<p>Examinations</p> <p>Support the scheduling of exams in line with University policy, working with the timetabling team and others, so that exam timetables are available to students at the notified time.</p> <p>Assist in the day to day dealing with invigilators and their arrangements.</p> <p>Support the production, preparation and distribution of delivery of examination documents for on campus exams, liaising with faculty staff and adhering to secure storage protocols Support the set up and operation of examination venues.</p> <p>Support and assist those students who have special exam arrangements agreed.</p> <p>Respond to other departments and other students with queries about examination arrangements.</p> <p>Graduation</p> <p>Send out invitations to graduation to students, and deal with queries received via email, telephone or in writing.</p> <p>Assist with the allocation and distribution of guest and student tickets, responding to queries received regarding these</p> <p>Assist in the preparation of the graduation brochures</p> <p>Assist in the set up of the venue and on the day operations.</p> <p>Liaise with Faculties over graduation arrangements, especially around individual student queries, and updating the student record accordingly.</p>

Duties of the role

Contribute to the administration of the Assist in the operation of the Graduation Support Fund

Certificates

Assist in the distribution of certificates to all graduates, either at the ceremonies or via post

Assist in the production and despatch of replacement certificates for those graduates who request this service.

General

Adhere to Data Protection, GDPR and associated data security policies when administering student data

The post holder will deliver the highest standards of complex administration for both functions of graduation and examination services

Respond to a diverse range of queries from staff, students and external bodies, in a professional and courteous manner, via phone and email communications

Take responsibility for managing personal workload so as to meet university deadlines, alerting managers in good time if there is a danger that a deadline may be missed.

Contribute to the review, revision and development of procedures in order to continually improve the processes and services of the team

Perform any other duties commensurate with the job grade as reasonably required from time to time.

Treat all DMU staff, students, contractors and visitors with dignity and respect. regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

The post holder is required to minimise environmental impact in the performance of the role, promote environmental sustainability within the area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.

The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting systems.

General

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Good standard of general education to A level (or equivalent).	Essential		Y			Y
	Experience of using all aspects of the MS Office software package	Essential		Y	Y		
Previous Work Experience	Demonstrable experience in a customer facing administrative role	Essential		Y	Y		
	Experience of working in a Higher/Further Education environment.		Desirable	Y			
	Experience of operating with large data sets	Essential		Y	Y		
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	Ability to work accurately under pressure and to tight deadlines	Essential		Y	Y		
	Ability to prepare documentation for meetings as well as write clear notes, minutes and actions of meetings	Essential		Y	Y		
	Ability to work effectively as a member of a team and able to communicate with staff from all areas of the University	Essential		Y	Y		
	High levels of accuracy and attention to detail and the ability to quality check/proof-check work	Essential		Y	Y		
	Demonstrate an enthusiasm, willingness and interest in learning new skills and the ability to adapt to change	Essential		Y	Y		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	and lead others through change					
	Professional, customer centred and flexible approach to work with the ability to reprioritise and support colleagues when priorities change	Essential		Y	Y	
Others	Willingness to work flexibly and provide some evening or weekend work if required	Essential		Y	Y	
	Understand confidentiality and the requirements of the Data Protection Act and GDPR	Essential		Y	Y	
	Active engagement with personal development	Essential		Y	Y	

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**