

Job Description

Job title Examinations and Awards Manager

Faculty/Directorate Registry Services

Grade: G

Role profile: SMG1

Full time

Permanent

	Duties of the role
Overall purpose of the role	The post holder will take the lead responsibility to manage the planning and delivery of the University's graduation ceremonies and all associated conferment and awards processes and manage the planning, preparation and delivery of the University's examinations including examination scheduling. The role holder reports to the Head of Student Journey.
Main duties and responsibilities	<p>Examinations</p> <p>Take lead responsibility for the operational planning and effective implementation of the activities, resources and administrative processes necessary to deliver a high-quality examination service to students</p> <p>Working with the Timetabling team ensure that exams are scheduled in line with university policy, so that the exam timetable is available to students at the notified time.</p> <p>Oversee the recruitment, appointment, training and allocation of invigilators.</p> <p>Oversee exam preparation and logistics including the checking and secure production of examination papers and preparation of examination centres.</p> <p>Oversee the arrangements for students with disabilities and additional requirements as notified to the exams team.</p> <p>Develop and maintain effective collaborative working relationships with faculties, estates, timetabling, disability services and D&T to ensure the exam student experience meets all university regulatory conventions and requirements.</p> <p>Manage and control the examinations budget including invigilation staffing costs.</p> <p>Graduation</p> <p>Take the lead responsibility, working with the Head of Student Journey, in the planning, organisation, promotion and management of the University's graduation ceremonies (in conjunction with the Marketing and Comms office the VC's Office and other central functions).</p> <p>Lead on ensuring timely and effective communications to students, academic colleagues, senior management and professional service teams are delivered.</p> <p>Take the lead in liaising with the graduation venue to book ceremonies in good time, negotiating costs, arrangements and requirements with them, in line with university procurement regulations.</p> <p>Take the lead in liaising with the gowning and photographic company around services and</p>

Duties of the role

arrangements on the day.

Take the lead in liaising with Faculties over graduation arrangements, looking to do so in as efficient way.

Take the lead in ensuring that the graduation brochure is a full and complete record and is printed and available in good time for the ceremony.

Take the lead in ensuring that guest ticketing arrangements are in place and are managed in a way that, as far as possible, satisfies the demand.

Oversee the operation of the Graduation Support Fund and manage the graduation operating budget

Manage the pool of volunteers from across the university required to facilitate and support the smooth running of ceremonies

Oversee the creation of academic staff platforms for graduation ceremonies including staff information, guidance and academic dress administration

Evaluate, review and recommend improvements to the graduation student and guest experience

Collect and interpret graduation metrics and evaluation results to inform continuous improvement and operational planning

Proactively and effectively manage and mitigate risks, issues and dependencies and deploy available resources effectively

Certificates

Oversee the arrangements for the distribution of certificates to all graduating students, either at the ceremonies or afterwards.

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

Maintain awareness of current practices in the sector and look for opportunities to improve the efficiency of the service and recommend enhancements to senior management.

Working with the Head of Student Records and Head of Student Journey, ensure that certificates for TNE students are produced in line with stated timelines, looking for opportunities to tie in transcript production.

General

Liaise with software suppliers to improve the institution's use of their products.

Ensure that systems and processes relating to the university policies are understood and adhered to while engendering a culture of best practice and a positive 'customer' focus.

Provide leadership to and management of the team ensuring staff have the required knowledge, support and training to equip them to deliver a professional and efficient service.

Lead on process improvements and efficiencies across the team.

General Responsibilities

Duties of the role
<p>Harness digital tools to streamline and enhance service delivery.</p> <p>Act as an ambassador and advocate for De Montfort University.</p> <p>Perform any other duties commensurate with the job grade as reasonably required from time to time.</p> <p>At certain times the post holder will be required to work outside his or her normal working hours, including evenings and weekends. Annual/leave across the Team may be restricted during peak times.</p> <p>Treat all DMU staff, students, contractors and visitors with dignity and respect regardless of their: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</p> <p>The post holder is required to minimise environmental impact in the performance of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.</p>

Person Specification

Job Title Exams and Awards Manager

Faculty/Directorate Registry Services

Grade: G

Role profile: SMG1

Full time

Permanent

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Educated to degree level or equivalent	Essential		Y			Y
	Postgraduate qualification or experiential equivalent		Desirable	Y			Y
Previous Work Experience	Experience of managing a budget and negotiating with suppliers	Essential		Y	Y		
	Experience of policy and process development and improvement	Essential		Y	Y		
	Experience of building productive and enduring relationships across different areas.	Essential		Y	Y		
	Experience of leadership within higher education, including management of staff and resources or making a significant contribution to change projects	Essential		Y	Y		
	Experience of working in the higher and/or further education sector		Desirable	Y	Y		
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	Able to embrace and facilitate change and to communicate a vision for the future which can be shared and delivered by staff	Essential		Y	Y		
	Ability to think and plan strategically as well as operationally	Essential		Y	Y		
	Excellent and sensitive communication, negotiation, influencing and interpersonal skills	Essential		Y	Y		
	Excellent organisation/time management, planning and	Essential		Y	Y		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	prioritisation skills with the ability to work effectively under pressure within tight deadlines						
Additional Requirements	Willingness to work flexibly as required.	Essential		Y	Y		
	Active engagement with personal development	Essential		Y	Y		

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

Person Specification

Job title: Examinations and Awards Manager

Directorate: Registry Services

Grade: G

Role profile: SMG1

Full time (37 hours per week)

Permanent

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Educated to degree level or equivalent	Essential		Y			Y
	Postgraduate qualification or experiential equivalent		Desirable	Y			Y
Previous Work Experience	Experience of managing a budget and negotiating with suppliers	Essential		Y	Y		
	Experience of policy and process development and improvement	Essential		Y	Y		
	Experience of building productive and enduring relationships across different areas.	Essential		Y	Y		
	Experience of leadership within higher education, including management of staff and resources or making a significant contribution to change projects	Essential		Y	Y		
	Experience of excellent planning, organisation, and problem-solving skills with the ability to deliver under pressure	Essential		Y	Y		
	Experience of operational planning and delivery of events	Essential		Y	Y		
	Experience in harnessing digital tools to streamline and enhance service delivery and maximise efficiencies	Essential		Y	Y		
Specific Knowledge/ Skills/ Abilities/ Motivation/ Attitude Required	Able to embrace and facilitate change, and to communicate a vision for the future which can be shared and delivered by staff	Essential		Y	Y		
	Ability to think and plan strategically as well as operationally	Essential		Y	Y		
	Excellent and sensitive communication, negotiation, influencing and interpersonal skills	Essential		Y	Y		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment				
			A	I	T	D	
	Excellent relationship building across diverse stakeholders	Essential		Y	Y		
	A high degree of digital literacy and the motivation to harness digital tools to streamline and enhance service delivery.	Essential		Y	Y		
	Excellent organisation, time management, planning and prioritisation skills, with the ability to work effectively under pressure within tight deadlines	Essential		Y	Y		
Additional Requirements	Willingness to work flexibly as required.	Essential		Y	Y		
	Active engagement with personal development	Essential		Y	Y		
Our Values and Behaviours at DMU							
We are Collaborative – we work together to get things done	Support colleagues to achieve outcomes whilst being aware of personal impact of individual contribution and impact on colleagues	Essential		Y	Y		
We are honest and Compassionate	Act openly and honestly, showing care to others and holding oneself accountable for own actions	Essential		Y	Y		
We are innovative and Creative	Striving for better, offering constructive challenge to creatively explore solutions and innovations to improve	Essential		Y	Y		
We are a community – we value and champion difference	Treating others with respect, demonstrating empathy and embracing alternative views and values whilst seeking to tackle inequalities	Essential		Y	Y		

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