

Job Description

Job title Exams and Awards Senior Officer

Faculty/Directorate: Registry Services

Grade: F

Role profile: SMG1

Full time

Permanent

	Duties of the role
Overall purpose of the role	The post holder will be responsible for the operational planning and delivery activities for graduation ceremonies, conferments and awards and the planning, preparation and delivery of the examinations processes. The role reports to the Exams and Awards Manager.
Main duties and responsibilities	- Manage the performance of the Exams and Awards team, maximise individual capability, meet team objectives and targets. Assign and supervise workloads and align resource capacity between examinations and graduations as appropriate. Examinations - Work closely with the Exams and Awards Manager to develop and implement the operational planning cycle of examinations, including: manage the creation and publication of exam schedules throughout the year, working collaboratively with key stakeholders of timetabling, estates, ITMS and faculty professional and academic staff to create exam schedules and amendments to schedules - 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. Notifying the Exams & Awards manager as soon as possible, of anything that may prevent the timely publication of the timetable. - Assist with the recruitment, appointment, training and allocation of invigilators. - Oversee all work involved in exam preparation and logistics, including the secure production and storage of examination papers and the preparation of examination venues, notifying the Exam & Awards Manager of any issues that may disrupt the smooth delivery of examinations to students. - Oversee the arrangements for students with disabilities and other special requirements. - Liaise with a range of stakeholders including Faculties, Estates, Student Services, and others to manage and plan exam arrangements efficiently. Graduation - Support the planning, organisation, promotion and management of the University's graduation ceremonies, liaising with other key university departments on the arrangements. - Support the timely and effective communications to students, academic colleagues, senior management and professional service teams. - Oversee the timely and accurate production and printing of the graduation brochure.

Duties of the role

- Oversee the smooth and efficient allocation and distribution of guest and student tickets for the ceremonies.
- Liaise with the graduation venue over logistical arrangements for ceremonies before during and after each graduation period.
- Liaise with the gowning and photographic company around services and arrangements on the day.
- Liaise with Faculties over graduation arrangements, especially around individual student queries.
- Support the operation of the Graduation Support Fund.

Certificates

- Oversee the distribution of certificates to all graduating students, either at the ceremonies or afterwards.
- Assist in overseeing 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.

General

- Ensure that systems and processes relating to University policies are understood and adhered to while engendering a culture of best practice and a positive 'customer' focus. Provide training and guidance to staff around the provision of an excellent student focused service.
- 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
- Plan organise and prioritise own workload, supporting team members to do the same.
- At certain times the post holder will be required to work outside his or her normal working hours, including evenings and weekends
- Act as an ambassador and advocate for De Montfort University.
- 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 their: 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, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.

General Responsibilities

Person Specification

Job Title: Exams and Awards Senior Officer

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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
	Experience of working with a range of digital tools including Microsoft Office	Essential		Y	Y		
	Postgraduate qualification or experiential equivalent		Desirable	Y			Y
Previous Work Experience	Experience of delivering customer focused services.	Essential		Y	Y		
	Experience of building productive and enduring relationships across different areas and a range of stakeholders.	Essential		Y	Y		
	Experience of managing staff, determining priorities, setting targets and monitoring performance within a high volume and customer focussed working environment	Essential		Y	Y		
	Experience of identifying and implementing process improvements and efficiencies	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 successful delivery	Essential		Y	Y		
	Experience in harnessing digital tools to streamline and enhance service delivery and maximise efficiencies	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 demonstrate an awareness of the importance of delivering a professional and efficient customer service focused on problem solving for the users of the service	Essential		Y	Y		
	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		
	Excellent organisational skills with ability to prioritise and manage own workload	Essential		Y	Y		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Able to work accurately under pressure and to tight deadlines whilst managing a complex varied and heavy workload	Essential		Y	Y		
	Demonstrate ability to supervise staff, including delegating tasks, providing guidance and managing the workloads of others.	Essential		Y	Y		
	Excellent interpersonal and communication skills with an articulate, confident and diplomatic approach	Essential		Y	Y		
	Demonstrate an enthusiasm, willingness and interest in learning new skills and the ability to adapt to change and lead others through change	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		

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