**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:**  | Assistant Registrar for Examinations and Assessment | **Job ref no:** | ACR-0296-24 |
| **Grade:**  | 7 | **Department:** | Academic Registry |
| **Accountable to:**  | Registrar | **Responsible for:** | Examinations Manager (Operations), Assessment and Regulations Manager and Examinations and Assessment Coordinator |
| **PS created by/ or reviewed by:** | **Nerys Evans and Rebecca Wombwell** | **Date PS created/ reviewed:** | June 2024 |

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| **Evidence** |
| **Competency** | **Essential** | **Desirable** |
| 1. Service Delivery | Extensive experience of examination and assessment administrationUnderstanding of formulating examination regulationsExperience of servicing meetingsTrack record in reviewing sector best practice to enhance local proceduresProficient in extracting and analysing data setsExperience of policy and procedural development and implementationExperience of reviewing and delivering quality assurance processesAbility to think and plan analytically, analysing data and external/internal guidance, to confirm service planning and delivery Experience of providing advice on regulatory and procedural mattersExceptional customer care and capable of leading a positive and supportive team working culture.Evidence of a customer-centred approached with tangible delivery of output excellenceAbility to apply rules and regulations to complex situations and convey these to multiple audiencesEvidence of setting and achieving challenging key performance targets | Experience of working with stakeholders in a project based environmentExperience of formulating examination regulationsExperience of processing financial transactions |
|  2. Communication | Experience of servicing meetingsExperience of advising students/staffExperience of working with a variety of stakeholders at varying levels and adapting communication skills appropriately.Experience of engaging with and ability to work well across teams (academics and professional services) and all hierarchy levels.Ability to draft policies and procedures, and communicationsAbility to work with other RVC departments to ensure academic assurance policies and procedures are managed efficientlyStrong influencing and negotiating skillsDemonstrable evidence of working collaboratively across organisational boundaries to achieve institutional goals.Experience of producing non-standard correspondence and reportsAbility to represent the RVC at external network events | Experience of drafting policies or procedures |
| 3. Planning and Organisation | Exceptional organisational skills which are methodical, detail oriented and maintain a high level of accuracyExperience of dealing calmly and productively with situations of conflict and pressureExperience of paying close attention to detail and accuracyAbility to ensure external stakeholder information is accurately providedExperience of multitasking and managing own workload with conflicting priorities and deadlines Ability to effectively manage workload of others for whom they have management responsibility | Experience of engaging external suppliers and securing value for money for their servicesEvidence of introducing and managing quality assurance workflows |
| 4. Analysis and Research | Experience of managing projectsDemonstrable experience of analysing large data sets to inform decision-makingExperience of updating and interrogating records in a complex database | Experience of researching practices and exploring alternatives |
| 5. Liaison and Networking | Excellent negotiating skills to influence internal and external stakeholders in pursuit of Registry objectives and institutional strategiesAbility to create, develop and be a part of networks internally and externallyCultural competence to relate to and empathise with, the full diversity of the student bodyAbility to build and maintain effective relationships across the RVC Demonstrable experience of pro-active contributions in internal meetings/committeesExperience of working with external networks | Experience of engaging with external networks to enhance internal activities.Experienced and confident in engaging with sector-wide groups to benefit of own organisation |
| 6. Initiative and Problem Solving | Experienced in applying appropriate policy and process to circumstanceCan use initiative to identify existing or potential problems and offer appropriate solutionsDemonstrate a collaborative approach to problem solving with colleagues across the RVCRobust problem-solving skills and the ability to come up with creative solutions when facing problems – demonstrate a solution focused mindsetAbility to maintain a professional approach to confidential and sensitive informationDemonstrable experience of providing advice and guidance in the application of regulations and proceduresDemonstrable experience of determining individual solutions for ad hoc concerns or issuesExperience of optimising business processesExperience of identifying where systems could be improvedAbility to work as part of a team, including close co-operation to resolve queries/problemsAbility to make decisions in a complex environment | Experience of digitising business processesExperience of extracting and analysing information and recommending appropriate courses of actionAbility to develop and devise processes involving a range of stakeholders |
| 7. Teamwork and Motivation | Expectation to work at both campuses of the institution in order to undertake management responsibilities Engaging and able to work well across teams (academics and professional services) and all hierarchy levels.Capable of leading a positive and supportive team working cultureExperience of motivating and developing a team to achieve resultsAbility to function effectively as a member of a teamDemonstratable commitment to personal development  | Experience of leading change |
| 8. Decision Making Processes and Outcomes | Ability to act strategically, advising senior officers on the rights and issues in relation to current policy positions.Ability to deal calmly, sensitively and productively with situations of conflict and pressureSelf-reliance and ability to take decisions on own initiative in absence of supervisors |  |
| 9. Experience | Educated to degree level or, exceptionally, significant experience of leading a teamExperience of line management of a team  Experience of operating large databasesAdvanced experience of examination and assessment administrationExperience of regulation administrationExperience of operating large databases | Experience of reporting to/advising committees Experience of operating student record databases |