**PERSON SPECIFICATION (PS)**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

|  |  |  |
| --- | --- | --- |
| **Evidence** | | |
| **Competency** | **Essential** | **Desirable** |
| 1. Service Delivery | Extensive experience of examination and assessment administration  Understanding of formulating examination regulations  Experience of servicing meetings  Track record in reviewing sector best practice to enhance local procedures  Proficient in extracting and analysing data sets  Experience of policy and procedural development and implementation  Experience of reviewing and delivering quality assurance processes  Ability 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 matters  Exceptional customer care and capable of leading a positive and supportive team working culture.  Evidence of a customer-centred approached with tangible delivery of output excellence  Ability to apply rules and regulations to complex situations and convey these to multiple audiences  Evidence of setting and achieving challenging key performance targets | Experience of working with stakeholders in a project based environment  Experience of formulating examination regulations  Experience of processing financial transactions |
| 2. Communication | Experience of servicing meetings  Experience of advising students/staff  Experience 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 communications  Ability to work with other RVC departments to ensure academic assurance policies and procedures are managed efficiently  Strong influencing and negotiating skills  Demonstrable evidence of working collaboratively across organisational boundaries to achieve institutional goals.  Experience of producing non-standard correspondence and reports  Ability 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 accuracy  Experience of dealing calmly and productively with situations of conflict and pressure  Experience of paying close attention to detail and accuracy  Ability to ensure external stakeholder information is accurately provided  Experience 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 services  Evidence of introducing and managing quality assurance workflows |
| 4. Analysis and Research | Experience of managing projects  Demonstrable experience of analysing large data sets to inform decision-making  Experience 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 strategies  Ability to create, develop and be a part of networks internally and externally  Cultural competence to relate to and empathise with, the full diversity of the student body  Ability to build and maintain effective relationships across the RVC  Demonstrable experience of pro-active contributions in internal meetings/committees  Experience 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 circumstance  Can use initiative to identify existing or potential problems and offer appropriate solutions  Demonstrate a collaborative approach to problem solving with colleagues across the RVC  Robust problem-solving skills and the ability to come up with creative solutions when facing problems – demonstrate a solution focused mindset  Ability to maintain a professional approach to confidential and sensitive information  Demonstrable experience of providing advice and guidance in the application of regulations and procedures  Demonstrable experience of determining individual solutions for ad hoc concerns or issues  Experience of optimising business processes  Experience of identifying where systems could be improved  Ability to work as part of a team, including close co-operation to resolve queries/problems  Ability to make decisions in a complex environment | Experience of digitising business processes  Experience of extracting and analysing information and recommending appropriate courses of action  Ability 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 culture  Experience of motivating and developing a team to achieve results  Ability to function effectively as a member of a team  Demonstratable 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 pressure  Self-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 team  Experience of line management of a team  Experience of operating large databases  Advanced experience of examination and assessment administration  Experience of regulation administration  Experience of operating large databases | Experience of reporting to/advising committees  Experience of operating student record databases |