**JOB DESCRIPTION**

This form summarises the purpose of the job and lists its key tasks

It may be varied from time to time at the discretion of the College in consultation with the post holder

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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 |

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| **Job summary:**The Academic Registry is made up of eight divisions: * Registrar’s Office
* Accreditation and Validation Management
* Examinations and Assessments
* Partnerships
* Programme Management
* Registry Business Systems
* Registry Data and Information Systems
* Student Resolution and Compliance

Lead and manage examinations and assessments within Registry’s remit. Quality assurance:* Review and develop robust, agile, and efficient quality assurance processes and delivery for the institution.
* Provide quality assurance and similarity of processes across the section for the institution.
* Ensure day to day delivery of quality assurance processes and systems through harmonisation of tasks and documentation across the section.

Review and develop robust, agile and sustainable provision ensuring a high quality and consistent service to meet the needs of emerging internal and external agendas critical to the institution’s development and success. Work closely with the Director of Assessment and other colleagues to refine assessment processes and implement new processes as appropriate, achieving optimum cost-effectiveness, validity and reliability.Work collaboratively with colleagues in relation to automation of assessment processes, including maintenance and development of key systems such as online marking, question banks and student records system.Maintain RVC assessment and award regulations and procedures relating to assessment and associated quality assurance processes.Ensure passlists are created and published to internal and external stakeholders where appropriate.Ensure the Examination and Assessment section provides high-level support to Boards of Examiners, ensuring examination officers are well versed and confident in applying the appropriate RVC, professional and national regulations and frameworks.Develop key operational skills across the provision of responsibilities in order to ensure that operational as well as management support can be provided to the team members during peak times and at times of absence.Ensure the Examinations (Operations) team and the Assessment and Regulations team each provide support cover when needed through the academic year.Member of the Registry leadership team and will represent the Registrar and the Registry as appropriate.Collectively, with all Registry colleagues, deliver a professional service to all stakeholders ensuring staff and students experience an excellent learning and teaching experience. |

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| **Competency: Service delivery** **Key tasks:** Ensure robust assessment and accurate results processing (including error prevention and checking) for all courses.Ensure delivery of and adherence to standard operating procedures (SOPS) for the examinations and assessment section. Have oversight for professional standards for examinations and assessment.Ensure the rules and regulations for Examination and Assessment of the RVC are complied with.Take account of and respond to internal and external feedback relating to RVC assessment practices and procedures.Ensure all members of the section can provide clear direction and challenge to stakeholders to ensure a commensurate approach and experience for all students.Respond to informal student complaints and support the Student Resolution and Compliance section in responding to formal complaints.Ensure that lessons learnt from complaints inform future process and procedure where appropriate.Take responsibility and work with the Head of the Advice Centre regarding the process and communication of special exam arrangements (SEAs) for students with declared disabilities.In collaboration with other RVC departments, provide appropriate guidance for students on assessment processes and preparation.Drive an enhancement agenda providing cutting edge examinations and assessment support contributing to the improvement of student success and performance, resulting in improvements in measures of student and staff satisfaction and student outcomes and positively impacting upon key metrics for the University, Key Performance Indicators (KPIs), and external reputation and rankings. Ensure day to day service delivery of quality assurance processes and systems through activities such as harmonisation of all documentation. Promote a culture of strong performance and continuous improvement within Examinations and Assessment.Ensure there is comprehensive operational documentation for Examinations and Assessment activities. Develop and implement good common practice amongst managers within the section. Deliver outcomes and actions from working groups, committees and other internal processes. Responsible for staff line management processes including absences management, appraisals and regular team and 1-2-1 meetings.  |
| **Competency: Communication****Key Tasks:**Ensure the writing and timely publication of formal course Assessment and Award Regulations and associated quality policies and procedures.Respond to staff, student and other stakeholder queries, including training for internal and external stakeholders.Engage fully in academic governance meetings concerned with assessment processes and procedures.Support the Registrar with the drafting and presentation of governance and academic governance committee papers relating to assessment policies and procedures as required.Advise on extenuating circumstances procedures.Ensure that communication regarding the section for which you are responsible is kept up to date and reflects current processes, dates and information for all stakeholders; this includes, but is not limited to websites, intranet, regulations, Teams areas. |
| **Competency: Planning and Organisation****Key Tasks:**Work with the Registrar to optimise use of budgetary and staffing resources within the Examinations and Assessment section, including occasional workers such as invigilators. Ensure that each course and examinations board is appropriately supported.Ensure extenuating circumstances guidance and procedures are produced.Source external space for examinations as necessary to deliver examinations and assessments for the RVC and secure value for money within any contract.Responsible for board membership and appointment.Maintain oversight of all assessments, ensuring that detailed information on these is maintained for each course, each academic cycle and is readily accessible by the Examination and Assessment stakeholders and other stakeholders as necessary. |
| **Competency: Analysis and Research****Key Tasks:**Undertake project work.Undertake ad hoc analysis of student results, examination question performance and interrogation of other data sets as required to inform decision-making, including as required for resolution of student complaints.Liaise with the Learning and Wellbeing team to provide data sets to inform the development of Learning Analytics.Explore possible systems and new processes for the delivery of assessment and examinations on behalf of the institution.To remain abreast of developments and systems within higher education assessment management to support continuous enhancement of the same at the RVC.Undertake research tasks and analysis when required by the Deputy Registrar or Registrar. |
| **Competency: Liaison and Networking****Key tasks:** Build and maintain strong relationships with colleagues across the RVC and external stakeholders.Attend appropriate RVC Committees as directed by the Deputy Registrar or Registrar in line with other staff member responsibilities.Forge and develop contacts with external networks and participate in discussions as they relate to the section remit.Work collaboratively to manage reviews and development of new systems to enhance the stakeholder experience.Ensure that Registry Examinations and Assessment section provides a high-quality service to all internal and external stakeholders.Excellent knowledge of institutional policies and procedures. |
| **Competency: Initiative and Problem Solving****Key tasks:** Reflect and develop on issues which affect delivery and use initiative to provide workable solutions.Ensure that advice and solutions for students, academic staff and administrative staff follow RVC regulations and processes and sector best practice and advice.Identify and develop gaps in regulations, processes and compliance activities and develop protocols and processes alongside senior management. Manage operational and strategic problems by using discretion, judgement, innovation and creative thought to determine the best course of action. Assimilate information about a range of problems sometimes with conflicting priorities and determine the best course of action to resolve these problems.Determine appropriate responses or source of responses to stakeholders regarding Registry processes and systems.Demonstrate a collaborative approach to problem solving with internal and external stakeholders. |
| **Competency: Teamwork and Motivation****Key Tasks:**Providing motivation for the staff within the Examinations and Assessment section.Align staff development to the Registry operational plan.Ensure good practice is maintained by the team including observance of internal and external requirements. |
| **Competency: Decision Making Processes and Outcomes****Key Tasks:**Advise the Registrar or the appropriate Vice Principal on the Suspension of Regulations and as a result of appeals and complaints.When taking decisions, the job title must demonstrate responsibility to the wider Registry and RVC community. |
| **Competency: Knowledge and Experience****Key Tasks:**Expertise for the Examination and Assessment processes relevant to the RVC.Keep up to date on policy and procedure changes in UK Higher Education environment. |
| **Competency**: **Flexibility****Key Tasks:**Provide appropriate cover for other members of the team during peak workload demands. Provide appropriate cover for other member of the team during periods of absence. As an active member of Academic Registry, to cover front desk for absences and peak periods.  To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. |