**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:** Examination Manager (Operations) | **Job ref no:** ACR-0330-24 |
| **Grade:** 6 | **Department:** Academic Registry |
| **Accountable to:** Assistant Registrar for Examinations and Assessment | **Responsible for:** Examinations Administrators (Operations) |

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| **Job summary:**  Responsible for compiling examination schedules.  Responsible for the smooth delivery of in-person examinations.  Manage in-person examination complaints.  Responsible for special examination arrangements.  Ensure examination papers are produced in line with RVC regulations.  Responsible for publishing examination results.  Supporting quality assurance activities.  Responsible for managing the invigilator process.  Support the Examinations (Operations) team to provide cover for the Assessment and Regulations team when needed through the academic year.  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 papers for all examinations are prepared in readiness for each examination period.  Ensure delivery of and adherence to standard operating procedures (SOPS) for the examinations and assessment section.  Adhere to and, with the Assistant Registrar for Examinations and Assessment, have oversight for professional standards for examinations and assessment.  Ensure the rules and regulations for examination and assessment of the RVC are complied with.  Have oversight of examination mark entry into appropriate examination systems.  Organise all special examination arrangement implementation plans.  Be responsible for the conduct of and overall delivery of in-person examinations.  Responsible for managing the invigilation process for in-person examinations.  Responsible for staff line management processes including absences management, appraisals and regular team and 1-2-1 meetings. |
| **Competency: Communication**  **Key Tasks:**  Responsibility for resolving student complaints in relation to in-person examinations.  Responsibility for implementing the process for special examination arrangements.  Deal with any student and staff queries, offer advice and supply information as appropriate, signposting to other teams as necessary.  Responsibility for producing guidance for invigilators, including specific arrangement guidance.  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:**  Agree the portfolio of work held by each member of the team to ensure fair weight of work amongst the section, across the academic year.  Responsible for producing examination timetables.  Responsible for checking and signing off all examination papers in line with RVC regulations.  Ensure all special examination arrangement implementation plans are organised.  Ensure examination results are published according to set publishing dates.  Responsibility for the preparation of all examination papers.  Responsibility for identifying suitable invigilator coverage for all in-person examinations.  Responsibility for staffing the invigilator schedule.  Oversee the checking and processing of quality assurance documentation. |
| **Competency: Analysis and Research**  **Key Tasks:**  To lead projects relating to in-person examinations.  Identifying where examination processes and systems can be improved.  Undertake initial research tasks and analysis when required by the Assistant Registrar for Examinations and Assessment. |
| **Competency: Liaison and Networking**  **Key tasks:**  Liaise with academic staff to ensure papers for formative, summative and resit examinations are prepared.  Liaise with invigilators regarding information related to in-person examinations.  Provide a high-quality service to all internal and external stakeholders.  Represent Examinations and Assessment at relevant working groups and committees.  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. |
| **Competency: Initiative and Problem Solving**  **Key tasks:**  Use initiative to ensure all in-person examinations are delivered following RVC process and procedure.  Reflect and develop on issues which affect delivery and use initiative to provide workable solutions.  Work with the Assistant Registrar for Examinations and Assessment, ensure that advice and solutions for students, academic staff and administrative staff follow RVC regulations and processes. |
| **Competency: Teamwork and Motivation**  **Key Tasks:**  Provide motivation for the staff within the relevant team.  Work with the Assistant Registrar for Examinations and Assessment, assign objectives and tasks to align with 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:**  When taking decisions, the Examinations Manager (Operations) must demonstrate responsibility to the wider Registry and RVC community. |
| **Competency: Knowledge and Experience**  **Key Tasks:**  Advanced knowledge and experience of examinations and assessment processes and regulations. |
| **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. |