**PERSON SPECIFICATION (PS)**

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

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| **Job Title:**  | Examinations 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) |
| **PS created by/ or reviewed by:** | Nerys Evans and Rebecca Wombwell | **Date PS created/ reviewed:** | March 2024 |

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| **Evidence** |
| **Competency** | **Essential** | **Desirable** |
| 1. Service Delivery | Experience of working in an educational environment with a focus on student satisfactionExperience of examination administrationAdministrative experience in a busy office environmentExperience of enhancing systems and procedures to improve customer/student experienceExperience of production of reports demonstrating data analysisExperience of working in a demanding office environment with multiple functionsExperience of providing advice on regulatory and procedural mattersAbility to line manage a team | Experience of processing financial transactionsExperience of line management |
|  2.Communication | Excellent interpersonal and communication skills, written and verbalAbility to communicate professionally, confidently and appropriately with colleagues at all levels within an organisation, including senior management, and with external stakeholdersExperience of adapting communication skills appropriatelyExperience liaising with people at all levelsAbility to exercise sound judgement under pressureExperience of handling complex and sensitive informationExperience of producing non-standard correspondence and reportsExperience of producing documentation | Experience of servicing meetingsProficiency in minute takingUnderstanding of quality assurance procedures  |
| 3. Planning and Organisation | Track record in effectively managing own workload and supporting others to meet competing deadlinesAbility to multitask whilst maintaining close attention to detailAble to prioritise work effectively to meet strict internal and external deadlinesExperience of working independently, managing own workload and setting prioritiesExceptional organisational skillsHigh level of attention to detail and an ability to maintain accuracy at all timesAbility to work methodically, to establish and follow set processes and procedures accurately and handle exceptions appropriatelyAbility to thoroughly document all outputs; to review and improve existing documentation | Experience of delegation  Experience of determining workload for a team of staff ensuring stakeholders demands are met  |
| 4. Analysis and Research |  | Experience of updating and interrogating records in a complex databaseExperience of managing projects  |
| 5. Liaison and Networking | Establish and build relationships with key internal and external stakeholdersExcellent negotiating skills to influence colleagues across the RVC, in pursuit of team objectives and institutional/ Departmental strategies.Experienced and confident in participating in internal meetingsCultural competence to relate to and empathise with, the full diversity of the student bodyAbility to liaise with external organisations on behalf of the Registry for planning and delivering on events and key services | Experience of deputising for line managers in meetings  Experience of managing confidential information professionally  |
| 6. Initiative and Problem Solving  | Experienced in applying appropriate policy and process to circumstance, especially in relation to examination and assessmentCan use initiative to identify existing or potential problems and offer appropriate solutionsKnowing when to seek help or escalate appropriatelyDemonstrate 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 informationExperience of work that requires a high degree of logic and application of knowledge to problem solve | Experience of identifying where systems could be improved  |
| 7. Teamwork and Motivation | Ability to lead and motivate a team, across organisation boundaries where necessary |  |
| 8. Decision Making Processes and Outcomes | Ability to act strategically, advising senior officers on the rights and issues in relation to current policy positions. |  |
| 9. Experience  | First degree or equivalent substantial experience working in an office environment using high levels of literacy and numeracyExperience of examination and assessment administration | Experience of leading a team  |