**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 satisfaction  Experience of examination administration  Administrative experience in a busy office environment  Experience of enhancing systems and procedures to improve customer/student experience  Experience of production of reports demonstrating data analysis  Experience of working in a demanding office environment with multiple functions  Experience of providing advice on regulatory and procedural matters  Ability to line manage a team | Experience of processing financial transactions  Experience of line management |
| 2.Communication | Excellent interpersonal and communication skills, written and verbal  Ability to communicate professionally, confidently and appropriately with colleagues at all levels within an organisation, including senior management, and with external stakeholders  Experience of adapting communication skills appropriately  Experience liaising with people at all levels  Ability to exercise sound judgement under pressure  Experience of handling complex and sensitive information  Experience of producing non-standard correspondence and reports  Experience of producing documentation | Experience of servicing meetings  Proficiency in minute taking  Understanding of quality assurance procedures |
| 3. Planning and Organisation | Track record in effectively managing own workload and supporting others to meet competing deadlines  Ability to multitask whilst maintaining close attention to detail  Able to prioritise work effectively to meet strict internal and external deadlines  Experience of working independently, managing own workload and setting priorities  Exceptional organisational skills  High level of attention to detail and an ability to maintain accuracy at all times  Ability to work methodically, to establish and follow set processes and procedures accurately and handle exceptions appropriately  Ability 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 database  Experience of managing projects |
| 5. Liaison and Networking | Establish and build relationships with key internal and external stakeholders  Excellent negotiating skills to influence colleagues across the RVC, in pursuit of team objectives and institutional/ Departmental strategies.  Experienced and confident in participating in internal meetings  Cultural competence to relate to and empathise with, the full diversity of the student body  Ability 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 assessment  Can use initiative to identify existing or potential problems and offer appropriate solutions  Knowing when to seek help or escalate appropriately  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  Experience 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 numeracy  Experience of examination and assessment administration | Experience of leading a team |