



**Job title:** Examination Services Manager

**Reports to:** Head of Examinations and Awards

**Department:** Registry Services

**Location:** Brighton (regular travel to the Eastbourne campus is required)

**Grade:** 6

**Purpose of the role**

The Examination Services Manager is responsible effective and efficient delivery of all aspects of formal examinations arrangements across the University, ensuring the needs of academic schools are met, and the Academic Regulations adhered to. The role holder is responsible for the planning and delivery of a range of complex administrative processes and logistics for examination scheduling and delivery, publication of examination timetables, invigilation arrangements and security matters for around 35,000 examination sittings across the University.

The role holder is required to plan and prioritise the annual cycle of work, deploying a team according to business need. The role holder is expected to deliver a high-quality service, reflecting higher education sector good practice and ensuring that statutory requirements and institutional objectives for the student experience are met. In addition, the role holder is responsible for ensuring compliance with the University’s policies and procedures in regard to examinations.

**Line management responsibility for:**

The Examination Services Manager is responsible for line managing a team of officers and administrators and for directing and prioritising their work according to business need.

**Main areas of responsibility:**

* Manage all arrangements for the effective scheduling of examinations across the University working closely with colleagues in academic schools, to agreed deadlines and within relevant constraints, including booking of rooms and timely publication of accurate examination timetables.
* Work in close partnership with colleagues in the Disability and Dyslexia Team and academic schools to oversee examination adjustments to meet the needs of students with Learning Support Plans.
* Oversee security arrangements of the production, delivery and collection of examination question papers.
* Lead on arrangements for invigilation of examinations, including recruitment, selection, training and reimbursement of invigilators, and the deployment of invigilators according to need.
* Lead on arrangements for overseas exams, liaising with relevant academic partners and British Council examination centres to ensure compliance with examination regulations, and the needs of relevant students in their home country are met.
* Collaborate with colleagues in other University departments and academic Schools working as a single team to ensure efficient and accurate examination delivery, in line with agreed practices and service levels.
* Recruit, induct, manage and motivate a team of officers and administrators to deliver a high-quality service, and train and develop staff in their individual roles.
* Produce accurate and timely communications and documentation relating to examinations, and content for user-facing online systems.
* Provide expert information and advice on University policy and procedures to ensure compliance with relevant Academic Regulations and other requirements.
* Be responsible for the continuous review and development of systems, procedures and processes for all aspects of examination arrangements in line with institutional objectives, statutory requirements and sector good practice.
* Keep abreast of relevant sector developments and changing customer needs through engagement with professional networks.
* Assist with departmental projects, events or initiatives appropriate to the grade of this post including but not limited to confirmation and clearing activities, enrolment and award ceremonies.

**General responsibilities**

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality, Diversity and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the Data Protection Act 2018.



The person specification focuses on the knowledge, qualifications, experience and skills (both general and technical) required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form (A), at interview (I) and in some instances through an exercise (E).

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| **Essential criteria** |  | **A, I, E** |
| **Knowledge/skills** | * Knowledge of the student lifecycle and student administration in higher education. * Ability to plan and prioritise a range of work activities, meeting sometimes conflicting deadlines. * Ability to communicate confidently, accurately and clearly demonstrating sensitivity and diplomacy when communicating difficult information. * Confident to present information to a range of internal colleagues at all levels within the organisation, and with external contacts. * Able to develop effective professional relationships and negotiate with a broad range of colleagues. * Ability to interpret and present complex information procedures. * Able to work independently using own initiative as well as part of a wider team, sharing good practice. * Works proactively and collaboratively with others to ensure effective user-focussed service delivery. * Demonstrates a practical approach to problem-solving. | **A, I**  **A, I**  **A, I**  **A, I, E**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I** |
| **Qualifications** | * Educated to degree level or equivalent experience of practical application of knowledge, problem-solving and communication skills. | **A** |
| **Experience** | * Experience of delivering training on a range of systems, processes and procedures. * Experience of working within a complex regulatory framework. | **A**  **A** |
| **Managing people** | * Experience of managing and motivating staff and developing within their roles. | **A, I** |
| **Technical/work based skills** | * Proficient computer skills including experience of working with complex databases, all Microsoft Office software applications and web-based systems. | **A, E** |
| **Other requirements** | * Willingness to work flexibly to meet the demands of the service, including occasional evenings and weekends. | **A** |



* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* This is a full time and permanent post.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example) and further information can be found on the ‘Balancing Working Life’ section here [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| **Grades** | **Basic entitlement per year** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* More information about the department/school can be found here [Professional Services Departments](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx) or here [Academic departments](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx).
* Read the University’s [2016 - 2021 Strategy](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).

Date: 19/02/2021