

JOB DESCRIPTION



This job description outlines the key accountabilities of, and output required from, the postholder. It is not a definitive list and the role may well change and evolve over time.

Name:	
Job title:	Examinations Officer and Academic Administrator
Department / location:	Canterbury
Report to:	Academic Quality and Compliance Manager

Main purpose of the job:
To organise and manage the end of course processes for masters level/validated course programmes across Real Group and evaluations data for academic quality improvement processes
Key tasks and responsibilities:
<ul style="list-style-type: none">• Organise and facilitate the MEd Assessment boards for presentation to Middlesex University, through the management of the delegate submission data on Gold Vision.• Check the accuracy of certificate and diploma supplement information to ensure delegates receive the correct awards and create in-house certificates where appropriate.• Manage deferral requests by liaising with the delegates and the programme leaders, and invoicing them as appropriate. Liaison with Middlesex University regarding approved deferrals.• Ensure completed portfolios are allocated to the tutoring team on time after submission, ensure the appropriate rates of blind-marking/1st marking/2nd marking etc. and check for accuracy upon completion. Share data with Middlesex University and the External Examiner prior to the assessment board.• Creation of indicative grade letters for delegates prior to official certification• Liaise with Middlesex University regularly to ensure and maintain accuracy in confirmant sheets, award titles, expected end dates and withdrawals.• Ensuring delegates are kept up to date with their submission status and results, through use of mail-merges and bulk-messaging tools.

- Confirmation of delegate numbers with the finance team for submissions and withdrawals.
- Manage Accreditation of Prior Learning (APL) and Recognition of Prior Learning (RPL) requests through liaison with the programme leaders and link tutors at Middlesex University.
- Organise and check graduation information for delegates to register and attend.
- NUS Totem Cards - handling the small numbers by issuing NUS Totem codes when requested.
- Responding to client enquiries by e-mail and on the telephone to support delegates and tutors.
- If required to take on telephone receptionist responsibilities to ensure phone calls are answered appropriately and transferred as required.
- Perform other duties as required by your line manager.

Measurable outputs:

- Completion of MEd assessment board tasks on time in accordance with the schedule on “how to organise MEd boards”.
- Ensure the timely completion of certificate and deferral tasks within the parameters of the MEd Handbook.
- E-mails from clients or prospects are responded to using good written English and according to established protocols within 3 working days.
- Data entered into IT systems is accurate and up to date. Data is entered onto the CRM in a timely fashion and tasks actioned promptly.
- Customer feedback is positive

Person Specification:

- Background in managing aspects of academic administration and examinations data for Assessment Boards
- An ability to accurately use database applications and learn to use Google Workspace and Microsoft Office.
- Strong attention to detail, high literacy and organisational skills.
- Ability to manage data sets for the presentation to management and external organisations.
- Utilise good interpersonal skills to build strong relationships with multiple stakeholders
- Proactive problem management skills and the ability to seek clear solutions.
- Ability to meet deadlines and timescales

Practical requirements:

- Place of work will be Canterbury Real Group office, occasional travel may be required for other Real Group offices.
- Core hours - 9am - 5pm Monday to Friday taking a 30 minute unpaid break if working

for a continuous period of more than 6 hours. These may be changed from time to time according to the needs of the business.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Date: June 2022