

<b>Post/Job Title:</b>	<b>Assessments and Awards Administrator</b>
<b>Ref:</b>	
<b>School/Support Service:</b>	<b>Academic Services</b>
<b>Department/Section:</b>	<b>Assessments and Awards</b>
<b>Location:</b>	<b>Any University Location</b>
<b>Normal hours per week</b>	<b>37 hours</b>
	<i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.</i>
<b>Grade:</b>	<b>3</b>
<b>Accountable to:</b>	<b>Assessments and Awards Team Leader</b>
<b>Accountable for:</b>	<b>N/A</b>

### Job Purpose

To provide an effective and responsive administrative service in support of educational programmes across BU. To apply knowledge and understanding of and perform key business processes that underpin Assessments and Awards functional activities.

The role may be required to work across teams, providing mutual support within other teams in BU when required to address workload peaks, cover for staff absence and ensure consistent delivery of a professional and efficient service.

### Main Responsibilities

1. Effectively undertake a set of tasks and responsibilities as appropriate to Assessments and Awards Team related functions within Academic Services. This will include areas such as:
  - inbox query management
  - stakeholder training
  - documentation updates and review
  - transcripts, diploma supplements certificates and verifications
  - examinations, awards, graduation
  - administration of documentation relating to Assessments and Awards processes and procedures
2. Effectively manage a diverse set of tasks and responsibilities as set out in the workload plan. Responding within agreed timescales and meeting deadlines for assigned areas of work. Referring on to specialist teams or other experts when limits of own expertise are reached. This will be facilitated by SITS and other systems.
3. Engaging excellent listening and questioning skills, not only to understand and resolve enquiries but also to identify any underlying issues which may not have been the subject of the original enquiry.
4. Contributing to the development and updating of all information for students and staff within the enquiry management system, in particular the Frequently Asked Questions (FAQ) ensuring information is accurate and kept up to date.
5. Dealing courteously and effectively with all enquiries whether received by email, online, face to face or telephone.
6. Utilising a range of IT systems including SITS to provide information to various stakeholders.

7. Liaising with external organisations such as examination venues, BIC.
8. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring.
9. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.
10. Supporting BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits.
11. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

### **Contacts**

**Internal:** All BU staff and students  
**External:** All BU stakeholders

### **Information Governance Responsibilities**

#### Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

#### Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

### **Additional Information**

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook. All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

# Person Specification

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<b>Reference:</b>		
<b>Faculty/Professional Service:</b>	<b>Academic Services</b>	
<b>SELECTION CRITERIA</b>		<b>Essential/ Desirable</b>

<b>Knowledge (including experience &amp; qualifications)</b>	
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Previous experience of working in an administrative role with a varied and complex set of responsibilities	E
Previous experience of working in a frontline, customer facing or advisory role	E
Previous experience of working in an administrative role within an education environment	D
<b>Skills</b>	
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders	E
Strong written and verbal communication skills, confident communicating on the phone, in person and on Teams	E
Good MS Office skills and an ease with learning new IT applications	E
Demonstrable attention to detail and ability to check own work for accuracy	E
The ability to deal with sensitive and confidential information within the frameworks of the General Data Protection Regulation and any professional guidelines.	E
Ability to organise and implement administrative processes effectively	E
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances	E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached	E
Demonstrable proficiency in using databases, records system or an enquiry management system to record and extract information and reports	D
<b>Attributes</b>	
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation	E
Ability to develop and maintain professional relationships of respect, trust and support between all staff and students	E
Agile and positive approach to work including a positive approach to learning and responding to feedback	E
Ability to work on own initiative and as part of a team	E
Ability to prioritise and work to tight deadlines	E
Commitment to own continuous professional development and a willingness to undertake staff development as required	E
Ability to actively contribute within a culture of continuous improvement	E
Flexible approach to work including a willingness to adjust working hours	E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations	E