



Job Title: Examinations Officer
Grade: 6
Salary: £33,002 to £37,694 per annum, pro-rata if part-time
Department: Student and Academic Services
Contract: Full time or job share, fixed term contract for up to 12 months (maternity cover)
Job Family: Management and Administration
Job Reference: 13194

Role Purpose

To coordinate the delivery of a full campus-based examinations service for the University as part of the Timetabling, Examinations and Room-bookings management team, ensuring that services are continuously improved and that academic schools, staff and students receive a professional, supportive and seamless experience.

To support academic schools and key stakeholders by:

- Providing advice and guidance on examinations policy and practice to academic and professional services staff
- Delivering in-house training and end user support in relation to the University’s timetabling and examinations scheduling and room-booking systems
- Promoting understanding of the principles and processes that underpin effective examinations delivery and of the essential interconnections between the work of corporate teams and academic schools.

To contribute to the development and management of staff in the Timetabling, Examinations and Room-bookings team, and to line manage Examinations Coordinators.

The role requires occasional evening and weekend working during examinations periods

Principal Responsibilities

Examinations delivery

Taking direction from the Timetabling and Examinations Manager and senior Timetabling Officer, contribute to all aspects of the planning and operation of campus-based examinations, including:

- Documenting and overseeing the annual schedule of activity
- Liaising with Schools to ensure data collection and working with colleagues in Digital Services and Student and Academic Services to improve data quality
- Liaising with Campus Services, Print Services and external providers to ensure the facilities and materials required for the delivery of examinations are available in a timely manner and to a high quality
- Coordinating the recruitment and training of temporary invigilation staff.
- Taking direction from the Timetabling and Examinations Manager and senior Timetabling Officer, contribute to the collation and analysis of data on campus-based examinations, room usage and efficiency; provide data and reports to senior stakeholders to inform strategic decision-making on assessment, and to assist with general space planning.
- Be an advanced user of the University’s timetabling and examinations system S+, Enterprise Foundation and Exam Scheduler components and provide training and support for





Examinations Coordinators and other users, conduct user acceptance testing for system upgrades and developments, and undertake all aspects of exam scheduling as and when required to support the team's delivery.

Communications and engagement

- Support academic and professional services staff in schools and other key stakeholders by providing advice and guidance on examinations policy and practice and delivering in-house training and end-user support in relation to the University's timetabling, examinations and room-booking systems.
- Coordinate and facilitate networks and forums to promote understanding of the principles and processes that underpin effective examinations delivery and of the essential interconnections between the work of corporate teams and academic schools.
- Ensure that published information and guidance for staff and students in a range of media is regularly maintained and updated.

Continuous improvement

- Routinely review key examinations processes to ensure fitness for purpose, and ensure that processes are understood across the team and that processes are documented in a manner that is accurate, up-to-date and accessible.
- Ensure that the importance and relevance of service measures are fully understood and embedded within the team, and that measures are regularly reviewed and acted upon.
- In consultation with the Timetabling and Examinations Manager, identify what measures need to be in place to evaluate service levels from staff and student perspectives and evidence the impact of change.
- Take a lead role in analysing, interpreting and presenting data, and communicating the results of that analysis to a range of stakeholders.

Team management and development

- Working with Timetabling Officers, support the Timetabling and Examinations Manager by ensuring that the service is appropriately resourced at all times; this includes managing and monitoring team workload allocation and working patterns and proactively flagging issues to the Timetabling and Examinations Manager.
- Supervise and line-manage a team of Examinations Coordinators, deploying and managing the work of the team to ensure that the team deliver services in a timely manner and agreed deadlines are met, and managing capacity across academic schools; delegate and monitor tasks and manage team members in relation to conduct and performance.
- Represent Timetabling, Examinations and Room-bookings and/or Student Registry Services more broadly on cross-functional improvement projects, or other events and activities.

Internal and External Relationships

- Line management of Examinations Coordinators.
- Work as a team member to provide students and staff with a high quality service.





- Coordinate and liaise with a wide range of stakeholders, including academic schools and departments, other teams in Student Registry Services particularly Student Records, Estates and Digital Services, and other corporate services to ensure the effective delivery of timetabling and examinations services.

Planning and Organising

- Operate under the guidance of the Timetabling and Examinations Manager but use a high level of independence to work autonomously.
- Plan, prioritise and organise own and the team's workload, allocate tasks and responsibilities, establish deadlines and adjust priorities as needed, to ensure operational efficiency and provide an effective service to students and staff.
- Set and monitor service objectives and standards to maximise service quality and effectiveness whilst promoting an excellent student experience.
- With short notice arrange cover for absent colleagues.

Qualifications, Knowledge and Experience

Essential

- First degree or equivalent vocational experience, plus substantial experience in similar or related roles.*
- Demonstrable experience in timetabling and examinations procedures and operations.*
- Experience in delivering a timetable or examinations schedule using timetabling and scheduling software packages, preferably Syllabus Plus & Enterprise Foundation including ET, Exam Scheduler, Resource Booker & Publish. *
- Experience of using large-scale and complex IT systems such as student records systems (ideally SITS) or enquiry management systems.*
- Knowledge of student lifecycle administration and the business processes underpinning this, preferably gained through vocational experience in Higher Education.*
- Excellent written, presentation and oral communication skills and experience of delivering training.*
- Evidence of embracing change in a professional environment and a capacity to take an operational lead to implement change.*

Desirable

- Experience of managing staff and motivating and developing a team.
- Membership of the AUA or similar professional body.

****Criteria to be used in shortlisting candidates for interview***

Skills, Abilities and Competencies

Essential





- Excellent written* and oral communication skills, with the ability to give and receive information across a variety of methods and across a wide range of stakeholders.
- Excellent planning, organisational and problem-solving skills.*
- Good networking skills, and a readiness to take a collaborative approach to service delivery and improvement.
- A flexible and adaptable approach to work and the ability to plan and organise own and others' work activities.
- An innovative and creative approach to problem solving and the ability to take a solution-focused approach at all times.
- A hands-on approach to team leadership and a willingness to be 'in the work'.
- The ability to give constructive feedback to team members, acknowledging strength and identifying areas for further development.
- A commitment to own continuing professional development and that of the team.
- The ability to work with minimal supervision, identifying when and how to pull in management support.

Desirable

- The ability to use lean methods to understand, measure and improve business processes.
- The ability to understand and interpret complex regulations and policies.
- The ability to interpret and present data and use it as a basis for making service improvements.

****Criteria to be used in shortlisting candidates for interview***

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our Community.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our





work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

