

Job Title: Assessment Administrator

Grade: 5

Salary: £26,707 to £31,236 per annum, pro-rata

Department: Leicester Medical School

Hours/Contract: Part-time (0.6FTE, 21 hours per week), fixed term contract until 27 September 2026 or the return of postholder, whichever is sooner

Job Family: Management and Administration

Reference: 12455

Role Purpose

In collaboration with key colleagues, support the planning and delivery of Leicester Medical School assessments (to include written, clinical and non-clinical practical examinations), assuming deputy responsibilities as necessary.

To actively contribute to the improvement of these and other assessment events in collaboration with the Business Administration Manager for assessment and the Clinical Examination Officer, and academic Assessment Leads.

Support productivity by managing the logistical, financial and administrative systems within the Assessment Team office ensuring professionalism and confidentiality at all times.

Main Duties and Responsibilities

- To support the preparation of resources required for the operation of all exams. Assisting with the allocation of staff and students to examination rotas and providing administrative support to academic Assessment Leads for clinical assessments
- To support the assessment administrative processes for all year groups, liaising as required with all relevant staff to ensure smooth running of each assessment
- To deliver responsive and professional customer service via telephone, email and in person, including student briefings at examinations, and to monitor the assessments email inbox.
- To plan and deliver designated assessments under the supervision of the both the Business Administration Manager and the Clinical Examinations Officer
- To actively engage in the continuous improvement of Assessment activities by contributing ideas and identifying solutions for changes to processes, supporting process mapping, recording how processes work and piloting and testing changes as appropriate
- To deputise for the Clinical Examination Officer at examinations, meetings, events

Internal and External Relationships

- Close working relationship with Assessment colleagues.
- Daily contact with academic Assessment Leads, the Assessment Manager, Phase 1 / Phase 2 Managers and Programme Administrators, answering queries and adapting to changing assessment requirements and regulations.





- Daily contact with a wide range of staff, including professional services staff across Leicester Medical School, NHS clinicians, undergraduate co-ordinators, GPs, senior staff, student volunteers, simulated patients and other administrative support staff across the University.
- Liaise with students in timely and supportive fashion, ensuring that they are aware of exam venues, dates, rotations, times, exam regulations and requirements such as dress code, equipment needed and conduct expected, including through response to queries sent to the admissions email inbox
- Maintain a network of contacts, knowing who to contact to resolve logistical and process issues, e.g. porters, estates, accounts payable, payroll, UHL, etc.

Collaborate with the Business Administration Manager for Assessment and other colleagues to analyse current exam procedures and recommend actions to maintain and increase the efficiency of assessments.

Planning and Organising

- Organise and prioritise own workload over the course of the semester to manage competing deadlines and pressures, ensuring assessment events are prioritised and planned.
- Offer flexibility to take account of the ebb and flow of assessment activity, particularly in the key assessment period (April – August).
- Take account of the work schedules of Programme Administrators in the delivery of assessment activities to ensure own work takes account of support residing within the Phase 1 and Phase 2 teams.
- Identify in advance where difficulties will arise and pre-empt them.
- Organise the production of material, staff and logistics for all exams ensuring that the events are delivered to agreed deadlines and standards
- Organise transcription of OSCE examiner comments into specified formats. Organising followup checks of data and release of feedback to students.
- Assist with the collation of all post exam data to ensure Exam Results are released in a timely manner.
- Prioritise workload to manage competing deadlines and pressures.

Qualifications, Knowledge and Experience

Essential

- Either: academic or vocational qualifications, (NVQ 3, A Levels, City and guild or equivalent minimum) and related work experience in a relevant healthcare or education role; Or: substantial relevant work experience in a relevant healthcare or education role.*
- Experience of managing a busy workload, working to conflicting deadlines whilst maintaining accuracy.*





- Demonstrable, significant desktop IT experience gained in a working environment, including MS Office packages to intermediate level (with reference to higher Excel functions, mail merge and using MS Outlook to schedule work and meetings).

Desirable

- Previous experience of event management in a relevant setting.*

Skills, Abilities and Competencies

Essential

- Proven ability to work independently and as part of a team in a busy environment.
- Effective oral and written skills in order to communicate effectively with staff and students, including confidently presenting to groups.*
- Excellent organisational skills with proven ability to work to tight deadlines and use judgement and initiative to prioritise workload.*
- Ability to stay calm under pressure.
- An understanding of the importance of efficient academic administration in providing high quality customer service in a multi-stakeholder focused office.*
- A commitment to own continuing professional development.

Desirable

- Working knowledge of SAP *Criteria to be used in shortlisting candidates for interview

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

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

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

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 equality, diversity and inclusion.

