

JOB DESCRIPTION

Job Title: Senior Administrator (Assessment)

Accountable to: Complaints, Appeals and Assessment Manager

Contract Length: Permanent

Hours per week: 35

Weeks per year: All

Salary:

Grade: 4

College/Service: Academic Registry

Location: 272 High Holborn, WC1V 7EY

Purpose of Role:

- The Senior Administrator (Assessment) will be responsible for supporting the operation and development of University work in relation to the assessment policy and regulations. Managing and administering the University's Disciplinary, Student Complaints and Appeals policies and procedures, providing advice and support. Coordinating the University response to the Office of the Independent Adjudicator (OIA) as appropriate. Providing advice and guidance in relation to the assessment regulations and the set up and operation on the Student Record System (SITS)

Main Duties and Responsibilities

- In conjunction with the Senior Administrator for Complaints, Appeals and Assessment, manage and administer the University's Students Complaints and Appeals procedures, referring complex issues for advice as appropriate to the Complaints, Appeals and Assessment Manager.
- Responsibility for UAL's reporting to the Office of the Independent Adjudicator (OIA), when assisting with the University's responses to cases under review.
- Supporting the Complaints, Appeals and Assessment Manager in preparing the department's reporting responsibilities under GDPR regulations.
- Support the Complaints, Appeals and Assessment Manager in the development of oversight of the Extenuating Circumstance and Academic Misconduct process administration across UAL
- Act as the liaison between Academic Registry, Systems and the Colleges in relation to SITS and reporting
- Support the operation and development of University work in relation to the assessment policy and regulations.
- Provide objective advice and guidance to appellants, complainants and University staff both verbally and through written correspondence.
- Provide advice to University staff on the interpretation of the University's Assessment Policy, Academic Regulations and the operation of Examination Boards.
- Support the maintenance of secure and auditable records and data on all Student Academic Appeals and Complaints cases ensuring Data Protection and confidentiality procedures are implemented and maintained.
- Maintain responsibility for enhancing and developing as appropriate user-friendly guidance, advice notes and internal documentation to ensure students and staff have a clear understanding of the procedures and their rights and responsibilities.
- Act as Secretary to the University Appeals Committee, the Complaints Review Panel, the Complaints and Appeals Group and the Student Disciplinary Panel.
- Maintain an awareness of developments in legislation, case law and codes of practice affecting students and lead on changes to University policy, regulations and procedures accordingly.
- Support the Administration of the University's material irregularities and overturned Exam Board decisions process.
- Assist in the annual monitoring of student complaints and appeals through accurate record keeping and the drafting of reports for senior University committees
- Devise and deliver staff development for staff involved with student disciplinary, complaints and appeals.
- Devise and deliver staff development for staff involved with the University's Assessment Policy, Academic

Regulations and the operation of Examination Boards.

Additional Duties and Responsibilities

- Participate in committees and working groups as appropriate to the role.
- Maintain an awareness and knowledge of developments and good practice in the handling of student appeals and complaints in the sector.
- Liaise with external agencies as necessary
- Undertake project work in areas of developmental importance to the University in relation to assessment, quality assurance, and academic policy developments.
- Attend conferences and meetings relevant to Student Disciplinary, Complaints and Appeals in HE.
- Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- Undertake health and safety duties and responsibilities appropriate to the role
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships:

- Complaints, Appeals and Assessment Manager
- University Secretary and Registrar
- Head Assessment and Quality
- Dean of Students
- College Student Complaints and Appeals Officers

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): None

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Person Specification

Specialist Knowledge/ Qualifications	Educated to undergraduate degree level or equivalent relevant experience.
Relevant Experience	Experience of Assessment Policy and regulation within the higher education sector Experience of complaints and academic appeals within the higher education sector
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Builds and maintains positive relationships with students or customers
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems