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JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Project Coordinator: Graded Examinations	**Accountable to:** Head of Qualifications and Assessment
Contract Length: 12 month secondment	**Hours per week/FTE**: 1.0 FTE **Weeks per year**: 52
Salary: £34,943 - £42,914 per annum	**Grade**: 4
College/Service: Academic Enterprise / UAL Awarding Body	**Location**: Initially home-working followed by some requirement to work at 272 High Holborn, Kings Cross and or Archway, national and UAL policies allowing.

Intro text / departmental overview:

UAL Awarding Body is a specialist awarding organisation which designs and awards innovative qualifications in creative subjects from Levels 1 to 4, operating in England, Scotland, Northern Ireland and Wales. The awarding body works with more than 200 Further Education Colleges, Sixth Form Colleges, schools and universities across the UK, awarding qualifications to more than 60,000 students per year. It is regulated by Ofqual, CCEA and Qualifications Wales. UAL Awarding Body was set up by UAL so that it could positively impact on the pre-degree creative education experiences of young people across the UK, delivering transformative education experiences to students.

UAL Awarding Body is part of UAL's Academic Enterprise (AE) Department. Academic Enterprise (AE) leads the University of the Arts London's third stream income operations and is integral to the University's long-term development. Its mission is to increase the amount of income generated by the University from non-core teaching and research activities. It includes a number of successful existing business operations: UAL Short Courses Ltd, the UAL Awarding Body, AE International (Study Abroad and English Language Preparation and Pre-sessional) and UAL Arts Temps Ltd.

An important development across Academic Enterprise is the creation of new learning experiences and products for school aged children via Future Creatives which delivers activities with UAL Short Courses Ltd. This role will be instrumental in taking this cross departmental project through next iterative stages of pilots, operations and evaluations for future scalability with a particular focus on the operational processes required to sell and manage a new set of graded examinations.

Purpose of the role

The purpose of this role is to support the systems design and operational delivery of new learning experiences and credentials in the creative subjects. This new initiative will result in a customer journey which offers students rewarding, bankable learning and assessments. It will allow students to build a portfolio of skills and achievements that will complement both more formal learning in schools, and the growing reach of UAL's Future Creatives project for younger learners.

Initial pilots of this approach have been conducted. The project is now entering a new phase which requires the iterative development and testing of live systems and processes. It is expected that the role will work toward delivering and evaluating a first phase of operational pilots in the first 5 months, followed by iterations which improve efficiency and scalability in the second 5 – 7 months.

The role is based in UAL Awarding Body but will require significant collaborative working across Future Creatives, UAL Short Courses Ltd and UAL IT and central finance to ensure a successful project that meets the need of stakeholders across teams.

Duties and Responsibilities

Project delivery support

- Create an implementation plan for the next phase of the project, and coordinate the delivery of this
- Establish agile project management systems and coordinate a project board
- Ensure transparent reporting of schedules and progress through documentation and the project board
- Work closely with colleagues developing the content for assessments, and with stakeholders from across Enterprise to coordinate multiple project requirements and inputs
- Commission and coordinate freelance inputs
- To research and propose solutions that meet the short and medium term project requirements, utilising current university or Enterprise systems for piloting phase
- Develop a basic understanding of the regulated qualifications and graded examinations market in order to understand the context for the project
- Set up and use meetings, focus groups, feedback questionnaires and other methods to gather information
- Identifying relevant KPIs for pilots to enable effectiveness and impact to be measured and reviewed
- Supporting colleagues / troubleshooting when required

Developing the proposition

- Work with key stakeholders to develop and document system requirements, and 'to be' process documents for key business processes
- Pilot and iterate processes which takes customers and users through new educational experiences and products – including manual work arounds to facilitate proof of concept before scaling, using iterations to identify priority requirements (must have / should have / could have)
- Reviewing and mapping arrangements for online testing and assessment, discussing with stakeholders to identify requirements, issues and best practice
- Leverage existing solutions for online assessments
- Research into alternative systems and process for delivering the project and reporting on their efficacy
- Developing and/or commissioning instructional design, resources and learning materials
- Developing and/or commissioning user support, training and on-boarding systems and/or materials
- Developing and/or working with colleagues towards a certification and/or digital badging which recognises student achievements, and identifying processes and/or systems to deliver this
- To deliver approaches that complement existing UAL Enterprise activity and regulatory commitments
- Supporting marketing colleagues to define how the project will be effectively promoted via the UAL website and the full range of marketing platforms.

User journey and customer support

- Setting up, testing, improving and administering systems for: enrolments, bookings, payments, digital submissions of student work
- Providing on-going technical and administrative customer support to students and tutors
- Pre- and post-assessment administration, including ensuring achievements and results are processed and certificates (digital or print) are compatible with existing systems and function in a timely and accurate way
- Understanding existing and learning from best practices from around Enterprise and UAL in these areas to enhance the project.

General
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- To 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.
- To 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.
- To 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: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Head of Qualifications and Assessment UAL Awarding Body
- Head of Short Courses: Children and Young People
- Head of Operations UAL Awarding Body
- Programme Manager (Change)
- Deputy Director UAL Awarding Body
- Colleagues across Finance, IT, Legal, and Academic Enterprise departments as required
- Director Academic Enterprise, Associate Director Business Operations/General Manager UALSC, AE Programme Manager (Change),

Many of these relationships will overlap with membership of the project board for this work to improve efficiencies.

Specific Management Responsibilities
Budgets: Project, including operational costs of pilots, to be delivered by leveraging existing UAL staff capacity and systems, with additional funds to be assessed on a needs basis / in view of wider budget performance.
Staff: None
Other (e.g. accommodation; equipment):

Signed _____ Date of last review **December 2020**
(Recruiting Manager)

Person Specification	
Specialist Knowledge/Qualifications	Knowledge and understanding of user experience principles and the importance of the student / customer journey Ability to map and deliver process and system requirements, leading to operational delivery of a service or product. Knowledge of and understanding of delivering online experiences, education or assessments, ideally in creative subjects. Knowledge of online learning platforms, systems, and processes. Knowledge of project management and/or business analysis approaches.
Relevant Experience	Experiencing of working in a commercial, customer focussed environment Strong administrative or project coordination experience Experience working collaboratively with colleagues in various teams Ability to apply knowledge and experience, sharing learning and experience with others. Experience of developing processes and procedures and documenting these for reference by others
Communication Skills	Communicates effectively orally, in writing and/or using visual media with clients Ability to understand and communicate effectively with students, academics and colleagues Intercultural experience and competence
Leadership and Management	Motivates collaborators and leads a project effectively, setting clear objectives to manage performance Self-motivated and self-starter.
Professional Practice	Commits to own development through effective use of the University's appraisal scheme and staff development processes
Planning and managing resources	Plans, prioritises and manages resources effectively to achieve objectives
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student experience or customer service	Contributes to improving or adapting provision to enhance the staff and student experience
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems