UAS
University Administration and Services

UNIVERSITY OF OXFORD

_____

Summary

Job title	Senior Assessment Supervisor
Division	Academic Administration Division
Department	Student Registry
Location	Examination Schools, 75-81 High Street, Oxford OX1 4BG
Grade and salary	Grade 6: £32,332-£38,205 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Deputy Head of Student Assessments
Vacancy reference	168569
Additional information	

The role

The Senior Assessment Supervisor line manages up to three other members of staff, including temporary staff and has responsibility for overseeing day to day activities of key operational areas, such as exam timetabling, invigilation planning, exam paper management, and implementation of exam adjustments. These are key operational areas within the Student Assessments section, and the post-holder is responsible for ensuring their efficient and consistent management. This includes managing and developing processes and systems relating to the effective administration of these key areas, and ensuring that processes conform to relevant legislation, together with University statutes, Examination regulations, policies, procedures and codes of practice.

Within this context and with support from the Deputy Head of Student Assessments, the post-holder will be responsible for the management of invigilation planning, and providing related guidance to students and colleagues across the University. The post-holder will also be responsible for supporting and advising students and colleagues across the University on processes and procedures relating to exam adjustments. In addition, working closely with the Deputy Head of Student Assessments, the Senior Exams Supervisor will pay an integral role in continuous process, systems and policies development within these key operational areas.

The Senior Assessment Supervisor will also play a leading role in planning and delivery of communications for the section. This includes planning, coordinating and delivering of a range of events and online information to students and staff, to provide guidance on policy, systems and processes.

Responsibilities

1.   Exam planning and oversight

Provide supervision and guidance to the Examination Operations team members in managing their areas of operational responsibility, including:

a)   Liaising with Student Records, Colleges, and departments to gather the required assessment data, and to use these data to effectively and efficiently plan University assessment sessions. This includes overseeing the drafting and circulation of exam timetables ahead of their publication to students, ensuring that appropriate project plans are maintained, and coordinating with internal and external suppliers..

b)   Taking an active role in managing exam day processes, including training invigilators and promptly addressing any exam day incidents.

c)   Actively contributing to the discussions and development of assessment related policies, systems and processes, in close collaboration with Deputy Head of Student Assessments, Education Policy Support and Disability Advisory Services.

d)   Liaising with the Deputy Head of Student Assessments, the other Senior Exams Supervisor, and the Assessment Projects and Continuous Improvements Manager to ensure the deliverability of agreed adjustments.

e)   Providing accurate advice and timely support to college and departmental administrators/officers and colleagues throughout the University on assessment related policies and processes.

f)   Producing and disseminating up-to-date guidance to students and colleagues throughout the University on all aspects relating to exam operations. This includes online and printed materials for staff and students, as well as verbal updates via termly or annual events.

2.   Communications and events

Under the supervision of Deputy Head of Student Assessments, responsible for delivering the day-to-day activities to ensure the section maintains a clear and consistent communication strategy, including:

a)   Overseeing the coordination and delivery of staff and student events, such as mock exams and termly Student Assessments staff forum.

b)   Arrange briefing and feedback sessions to collegiate University staff to communicate system and process changes and update staff on new policies related to assessment.

c)   Overseeing processes relating to archiving and collection script booklet purchases.

3.   Line management

a)   Line manage and develop up to three direct reports, including the annual Personal Development Review, and identifying training and development needs.

b)   Support directs report in planning workload, agreeing clear objectives and keeping these under review.

c)   Providing training to new and existing members of staff within the section on systems and processes within areas of responsibility.

4.   Miscellaneous

a)   At all times, maintain data security and foster a culture of data security with regard to current legislation and University policy.

b)   The post holder may also be transferred to other duties or responsibilities commensurate with the level of post, according to operational requirements.

c)   Working alongside the Head, Deputy Head and other Student Assessments team managers to ensure coordination and liaison between teams, on staffing, projects and policy matters.

Selection criteria

Essential selection criteria

1.   Strong educational background or equivalent relevant experience

2.   Proven excellent communication skills, both written and verbal, and ability to present clear advice on regulations and processes.

3.   Experience of line-management or supervision, and demonstrable ability to work well with others, in small and larger teams.

4.   A problem-solving attitude, with ability to work independently and proactively using own judgement whilst demonstrating experience of escalating appropriately

5. Effective planning, organisational and time management skills with the capacity to prioritise workload to handle multiple projects and conflicting deadlines.

6. Ability to delegate effectively to others to ensure targets and deadlines are met.

7. Ability to handle sensitive information with tact and discretion.

8. Understanding of data protection and information security with regard to current legislation and University policy.

9. Excellent IT skills, including use of Word, Excel, Access, and willingness and capability to learn new tools and applications.

Desirable selection criteria

1. Proven prior administrative experience of at least three years, preferably in Higher Education setting.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Student Registry

Student Registry is responsible for the running of the University's examinations; managing the student record held on the SITS student record system (records are held on 122,000 current and past students, with 140 data items on each; and reporting and analysing student data). This work is achieved and undertaken by six teams:

Academic Records Office
Degree Conferrals Office
Data Quality Team
Student Assessment
Student Data Management and Analysis
Student Information & Immigration.

To maintain the student records, the Student Registry works closely with colleges and departments to obtain and update the data, manages the Student Registration process and carries out monitoring and exception reporting, including work to produce the annual returns to the Higher Education Statistics Agency (HESA). The Section manages all aspects of the University's examinations from the configuration of assessments in SITS to the publication of results: including the entering of students onto assessments, the running of those assessments (both examinations and submissions), examiner appointment, and management of student examination alternative arrangements. It also oversees the administration processes underpinning the research student examination. Student Registry is responsible for verifying student degrees and working with colleges and the Proctors' Office to facilitate the running of the University's Degree Ceremonies. The team develops reports for staff accessed through SITS eVision and Tableau, and for the public via the web, responds to FOI requests, and works with admissions offices and Education Policy Support to analyse applicant and student data to support the formulation of a range of policies ranging from widening participation to students' career destinations. The team also manages Tier 4 student visa compliance and offers expert advice and guidance on all student immigration matters. Student Registry coordinating the Orientation Programme for new European and international students and student surveys, including the Student Barometer and National Student Survey.

Student Assessments

The Student Assessments section is comprised of three teams: Examinations Operations, Coursework Submissions and Research Degrees, and Assessment Projects and Continuous Improvement, which between them provide a wide range of examination-related services to the collegiate University.

The section is responsible for administration and management of the following areas: appointment and payment of examiners for taught examinations; receipt of taught submissions, including reporting missing or late work; examination process for research and higher degrees including appointment of examiners, management of submission/resubmission and issuing leave to supplicate; management of examinations in two venues including timetabling, alternative arrangements, invigilation, examination paper preparation, and running the venues during examination periods; and a growing range of examination services including mock examinations, transcription service and the archive of examination scripts.

In any given academic year, the Examinations and Assessments team delivers over 50,000 examinations, processes c.4,500 examiner appointments for taught degrees, receives c27,000 taught submissions, and processes c.1,200 research examinations.

The team works closely with colleagues in Colleges, Departments, Faculties, Divisions, with other central services within and beyond Student Registry, and with the Proctors' Office, and together ensure the smooth running of all aspects of University examination and assessment activity, seeking continual process enhancement and service improvement.

The existing organisation structure of Student Registry and the Student Assessments team may be subject to change.

Academic Administration Division

The Academic Administration Division (AAD) is the University's group of services focused on students and learning. We provide support and information that students need to thrive in their academic and personal lives, and encourage the professional and educational development of our staff. We operate in close collaboration with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

The AAD's work supports the student career from pre-admission through to graduation and beyond, and promotes the development of coherent systems and services across Oxford to underpin this. We focus on:

- **Student recruitment**: Attracting the best undergraduate and postgraduate students through outreach and admissions, and advising students through the admissions process.

- **Student services:** Offering high-quality services to students once they arrive at Oxford, including counselling and disability services, sports, language courses, a careers service, and fees and funding.

- **Student administration:** Managing the University's student data, registration, examinations, and degree ceremonies, advising on visas and immigration; and developing our student systems.

- **Educational policy**: Helping to develop and implement educational policies, upholding legislation, and providing quality assurance.

We also **support academic and professional staff** and the wider Oxford community through our language, sport, and professional and educational development services.

The AAD comprises: the Careers Service, Education Policy Support, Graduate Admissions, the Language Centre, the Centre for Teaching and Learning, Fees and Funding, Student Registry, Student Systems, Student Welfare and Support Services, Undergraduate Admissions and Outreach, and University Sport. They are supported by two professional support functions: AAD Administration and AAD Communications.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly aadadminsupport@admin.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See https://hr.admin.ox.ac.uk/staff-benefits

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See https://hr.admin.ox.ac.uk/my-family-care

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see https://childcare.admin.ox.ac.uk/

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see https://edu.admin.ox.ac.uk/disability-support

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.