JOB DESCRIPTION AND PERSON SPECIFICATION

POST:	**Assessments Manager**
DIVISION / DEPT:	Division of Education / Registry
TYPE:	Full-time
GRADE:	PSP 5
RESPONSIBLE TO:	Head of Student Records
RESPONSIBLE FOR:	Assessments Administrator

The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.
Our diverse research talents, skills and experience, underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

We have 3,300 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,200 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 70,000 participants globally.

LSHTM performs strongly in various global university league tables. In the 2019 CWTS Leiden Ranking LSHTM is ranked the UK's top university for the proportion of academic research with women listed as authors, first in Europe for publishing open access research, and first in Europe and eighth in the world for research impact in sciences (for the proportion of its total publications ranking in the top 10% of most cited research).

In the US News Best Global Universities Ranking 2019, we ranked ninth in the UK overall and 13th in the world in the fields of social sciences and public health. We ranked 27th for medicine in the 2019 QS World University Rankings.

In the 2019 Shanghai World Ranking we placed 201-300 overall, and ranked 4th in public health (1st in the UK), 17th in clinical medicine, and 76-100 in human biological sciences. In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health, and social sciences and biomedical.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates.

We seek to foster and sustain a creative and supportive working environment based upon an ethos of respect and rigorous scientific enquiry. We embrace and value the diversity of our staff and student population and seek to promote equality as an essential element in contribution to improving health worldwide.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

JOB DESCRIPTION

Job Purpose

The Assessments Manager is responsible to the Head of Student Records for the delivery of Registry services in relation to the School's face-to-face assessments and examinations. They are responsible for the management of the School's face-to-face Postgraduate Taught (PGT) and Postgraduate Research (PGR) assessments and examinations and the production of transcripts and certificates for PGR, PGT and Continuing Professional Development Short Courses.

The postholder will provide leadership and management for a small team within the Registry, support the review and implementation of School regulations, policies and procedures, oversee the processing and publication of results and academic transcripts and support the preparation and operation of School Boards of Examiners.

DUTIES & RESPONSIBILITIES

1. STAFF MANAGEMENT & LEADERSHIP

1.1 Line management and leadership of the Assessments Team, to include recruitment and induction, appraisal, training and development and performance management.

1.2 Managing the Assessment team's workload on a day-to day-basis, ensuring completion of tasks to required timescales and quality.

1.3 Acting as a role model regarding ethical and exemplary behaviour and establishing a culture of team work and cooperation within the Assessments team and wider Registry service.

1.4 Contributing to service performance improvement, developing appropriate improvement plans and Service Level Agreements, offering solutions and taking the lead on identified areas.

1.5 Contributing to the strategic planning of assessments projects, identifying potential impacts on other Registry services, the wider organisation and resource requirements.

2. CUSTOMER SERVICE AND ADVICE

2.1 Establishing and maintaining positive working relationships with a diverse range of internal and external stakeholders at all levels.

2.2 Participating in internal and external working groups/projects, services and initiatives, providing information, advice and expertise as required.

2.3 Ensuring that the team responds promptly and proactively to enquiries in person or by email, letter and telephone, providing accurate information to students, staff and external stakeholders or referring enquiries to the relevant person/department.

2.4 Presenting information and explaining highly complex issues to a wide range of internal and external stakeholders.

2.5 Providing and receiving sensitive or contentious information, which will require negotiating/influencing skills to secure an appropriate outcome.

2.6 Providing timely and accurate information, analysis and reporting in a suitable format for target audiences, to enable decision-making.

3. ASSESSMENTS AND EXAMINATIONS

3.1   Maintaining an up-to-date knowledge of relevant School and University regulations, policies and procedures, ensuring compliance by staff and students and taking action on any irregularities as appropriate.

3.2   Providing advice and guidance to staff, students and other stakeholders on regulations, policies and procedures and ensuring these are maintained on the School website.

3.3   Ensure that appropriate examination accommodation is available for the School's assessments, sourcing alternative venues as appropriate under direction of the Head of Student Records

3.4   Coordinating and managing all arrangements in respect of the School's main examinations and resit examinations.

3.5 Overseeing the processing of examination entry forms and the production of admissions notices in a timely fashion

3.6   Collating special examination arrangements for students including those sitting examinations overseas and ensuring that adjustments are clearly provided to students and invigilators.

3.7   Ensuring the accurate recording of all assessment data SITS and the timely and accurate production of results, award lists, academic transcripts and certificates as required.

3.8   Arranging for the award and timely despatch of prize certificates and medals.

3.9   Providing support for School Boards of Examiners, including providing assistance for the appointment of new members and ensuring that membership of Boards of Examiners is up to date.

3.10 Attending School Boards of Examiners to advise on School regulations and marking schemes and to ensure that these are followed.

3.11 Managing and providing advice on the assessment process for Research Degrees, ensuring the timely payment of research degree External Examiners' fees and expenses.

3.12 Recruitment and training of invigilators for School assessments, including the Chief Invigilators, ensuring that they are provided with all the relevant information and support prior to the examinations.

4. STUDENT RECORDS

4.1   Maintaining an up-to-date knowledge of the School's Credit Accumulation Management System (CAMS) and Research Degree processes and procedures in SITS.

4.2   Compiling assessment-related statistics and data for the Head of Student Records, Head of Registry and School committees as requested.

4.4 Acting as secretary to committees, including the Assessment Irregularity Committee and the Extenuating Circumstances Committee.

4.5 Contributing to reviews and development of existing information management systems, policies and procedures.

5. ACADEMIC APPEALS

5.1 Administering assessment-related student appeals and complaints on behalf of the Head of Registry, and becoming expert in all relevant regulations and ensuring that all regulatory timescales are met.

5.2 In concert with the Head of Registry and the Head of Student Records, making recommendations on the actions required and drafting responses on behalf of senior management, including OIA Completion of Procedures letters.

5.3 Contributing to the preparation and submission of management information as required, as well as documents and reports to external agencies and government departments (e.g. OIA),

5. ANY OTHER DUTIES

5.1 Registering new and continuing students and checking their eligibility to register and participating in registration sessions for new students throughout the year.

5.2 Proactively attending relevant user groups, training and conferences,

5.3 Providing support at the School's annual Graduation ceremonies.

5.4 Covering the duties of other Registry staff during absences as requested.

5.5 Undertaking any other responsibilities or duties as reasonably delegated by the Head of Student Records or his/her nominee.

GENERIC DUTIES AND RESPONSIBILITIES OF ALL LSHTM EMPLOYEES

This job description reflects the current requirements of the post, but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the postholder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Academic Registrar or Chief Operating Officer.

The post holder will be responsible and accountable for ensuring all School policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review process.

SALARY AND CONDITIONS OF APPOINTMENT

Starting salary will be on the Professional Support Salary Scale Grade 5 between £35,377-40,611 depending on experience.

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found at: *https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-skilled-worker*

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the postholder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

POST: **Assessments Manager**

DIVISION / DEPT: Division of Education / Registry

Tested by* A = application; I = interview; T = Test

1. QUALIFICATIONS		Essential/ Desirable	Tested by*
1.1	Hold an undergraduate honours degree or equivalent professional experience	Essential	*A*

2. EXPERIENCE & KNOWLEDGE		Essential/ Desirable	Tested by*
2.1	Significant experience of working in higher education administration.	Essential	*A, I*
2.2	Experience of managing, leading and motivating a small team of staff.	Essential	*A, I*
2.3	Evidence of working in partnership and building strong links with staff at all levels of an institution.	Essential	*A, I*
2.4	Experience of applying and advising on regulations, policies and procedures.	Essential	*A, I*
2.5	Knowledge of relevant legislation (e.g. Data Protection Act, Equality Act).	Essential	*A, I*
2.6	Experience of using a large student database, preferably SITS, and extracting data for reporting purposes.	Essential	*A, I*
2.7	Experience of working in assessment administration.	Desirable	*A, I*
2.8	Experience of developing process improvements.	Desirable	*A, I*
2.9	Experience of giving training/briefing sessions to a group.	Desirable	*A, I*

3. SKILLS & ABILITIES		Essential/ Desirable	Tested by*
3.1	Excellent interpersonal skills, including strong influencing and negotiating skills.	Essential	*A, I*

3.2	Ability to work as part of a team and independently.	Essential	*A, I*
3.3	Ability to prioritise own workload and work flexibly to meet conflicting deadlines, often under pressure.	Essential	*A, I*
3.4	Proven ability to provide a high standard of customer service.	Essential	*A, I*
3.5	Very strong attention to detail and accuracy skills.	Essential	*A, I, T*
3.6	Excellent verbal, written and presentation skills.	Essential	*A, I, T*
3.7	Excellent numeracy skills and the ability to produce and manipulate data.	Essential	*A, T*
3.8	Highly competent in a wide range of IT applications and software.	Essential	*A, I*