



JOB DESCRIPTION

Job Title: ASSESSMENT AND CONFERMENT OFFICER (APPEALS)
Ref no: REG437
Grade: 6
Campus: Hendon
School/Service: Academic Registry
Salary: £32,407-37,165 per annum including outer London weighting
Period: 14 months fixed term

Reporting to: Assistant Academic Registrar (Regulations and Policies)

Overall Purpose: To manage and provide expertise for academic appeals and reviews and to ensure adherence to the University Regulations.

Principal Duties:

Carrying out and managing the administration of student academic appeals and review stage requests, including the composition of appeal letters of outcome and Completion of Procedures letters to students.

Providing expert advice and guidance to university staff and students on academic appeals and reviews in relation to the University Regulations.

Taking specific responsibility for liaising with the Office of the Independent Adjudicator (OIA) on appeal cases providing all information as requested

Undertaking investigations into student academic appeals, liaising with staff in academic and professional services departments to collect evidence

Co-ordinating meetings and appeal panels, maintaining a detailed record of proceedings by acting as minute taker

Corresponding with students in relation to progress on individual appeal and appeal review cases including the completion of all outcome letters

Maintaining a comprehensive log of all appeals and reviews to produce statistical and analytical information to produce the annual end of year report on appeals and reviews, identifying any trends and potential areas for concern

Contributing to the continuous enhancement of procedures and processes relating to academic appeals and reviews, documenting procedures and processes clearly and maintaining guidance and information for students on UniHub, the Student Administration Online Resource

Promoting HE cross sector best practice across the University in the handling of academic appeals and reviews to ensure a consistent and fair approach for students

Ensuring that academic appeals and reviews are in compliance with relevant legislation and guidance from the Office of the Independent Adjudicator (OIA)

Attending Academic Registrar Council (ARC) complaints and appeals practitioner groups and representing the University at workshops and training sessions run by the Office of the Independent Adjudicator and other external agencies as required

Such other duties as may be required by the Assistant Academic Registrar (Regulations and policies) and are consistent with the grade of the post, with particular reference to assisting at major events such as enrolment and induction, examination invigilation, clearing and graduation ceremonies, when all administrative staff are expected to participate.

Hours: 35.5 hours per week, actual daily hours by arrangement

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

PERSON SPECIFICATION

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

SELECTION CRITERIA:

Education / Qualifications

Essential:

Educated to degree level or possess equivalent and relevant experience

Experience:

Essential:

Relevant administrative experience at an appropriate level within Higher Education working in a student support environment

Proven ability to work proactively unsupervised, and to take independent action and decisions

Knowledge:

Essential:

Good understanding of student assessment and appeals procedures

Good understanding of the student lifecycle in Higher Education

Skills:

Essential:

Excellent time management skills and the ability to organise and prioritise work demands under pressure to ensure targets and milestones are achieved.

Excellent oral communication skills to deal professionally with staff and students on academic appeal and review cases using tact, confidentiality and discretion.

Excellent interpersonal skills, and experience of liaising with senior academics and representatives of external organisations

Excellent written and presentation skills to produce outcome letters and end of year reports with excellent attention to detail

Excellent team work skills, with the ability to collaborate flexibly

Excellent skills in Microsoft Office suite and the ability to pick up IT packages quickly

Proven ability to analyse, interpret and distil complex information, data and Regulations

Ability to suggest and implement change to improve processes

Desirable

Minute-taking skills

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

Flexible working applications will be considered.

Closing date for applications-see job advertisement

What Happens Next ?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please email Ursula Reed (u.reed@mdx.ac.uk)

