

# JOB DESCRIPTION

<b>Job Title</b>	<b>Assessment Administrator</b>		
<b>Reports to</b>	<b>Assessment Manager</b>		
<b>Department</b>	<b>Degree Education and Career Centre</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>2</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

Degree Education and Career Centre contributes to the School vision by:

- Attracting and selecting talent from around the World
- Creating an environment in which students can learn
- Maximising student and alumni career opportunities through developing their career skills and engaging with employers

We aim to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Degree Education and Career Centre (DE&CC) is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes. Programmes include the MBA, a suite of Executive MBA programmes ( London-based, Dubai-based, EMBA-Global with Columbia Business School and EMBA-Global Asia with Columbia and the University of Hong Kong Business School), the Sloan Masters in Leadership and Strategy, the Masters in Finance (fulltime and

modular), the Masters in Management (MiM) and the Global MiM, the Masters in Financial Analysis (MFA) and the Masters in Analytics and Management (MAM). The degree portfolio represents over 60% of the School's revenues. A number of programmes are ranked in the top#10 by the Financial Times.

Central Services is constituted of the following core functions:

Assessment, Operational Delivery, and Wellbeing Services.

Primarily Central Services is a team of system and compliance specialists, working across all degree programmes. It is responsible for managing these functional areas: academic scheduling and timetabling; student elective enrolment; assessment (grading, exams, moderation and external review, Boards of Examiners and degree certificates); faculty services (course evaluations & fixed seating); and student wellbeing (disability support and counselling).

In addition, the department supports the School's objective to improve operational efficiencies by leading a number of DE&CC system & process change projects.

## **Job Purpose**

The Assessment Administrator works with the Assessment Managers to provide administrative support across all aspects of assessment within a specific functional areas for which they are responsible. Key responsibilities include compliance checks on course syllabi, the communication of assessment deadlines to faculty, preparation of exam materials for core course exams, and coordination of grade release for core and elective courses. In addition to their day-to-day responsibilities, the Assessment Administrator will support operational reviews and strategic projects focussed on bring greater efficiency to assessment processes.

## **Key Areas of accountability and Key Performance Indicators (KPIs)**

### **Key areas of accountability:**

#### **Delivery and Support**

- Work with Assessment Manager to conduct administrative tasks for all aspects of assessment and grade release in accordance with defined policies, procedures and instructions.
- Support the Assessment Manager with preparation of core exams to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the Assessment team, solving routine problems in a specific area, and providing faculty, subject areas and programme office stakeholders with the information they need to deliver an excellent service.
- Monitor and organise shared team mailboxes and calendars to support efficient and effective team working.

- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.
- Organise filing and secure storage of exam scripts, following defined policies and procedures for monitoring exam papers at each stage of the process.
- Support the team at relevant times through the year with increased workload
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.

### **Analysis and Reporting**

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
- Collaboration and Support
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

### **Project Management**

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

### **Process Improvement**

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

### **Supervision (Operational Team Leaders)**

- Act as lead invigilator for specified exams, supervising invigilators, co-ordinating their activities and providing guidance to maintain exam delivery standards.
- Provide technical support for specified exams, troubleshooting any issues with the exam set-up that affect students ability to access of submit the exam.
- Supervise and/or manage staff, allocating work, co-ordinating day-to-day activities and provide guidance to maintain and improve service delivery standards.

- Monitor performance and ensure the team follows established procedures for each service; take corrective action where necessary to maximise customer satisfaction.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

### **KPIs:**

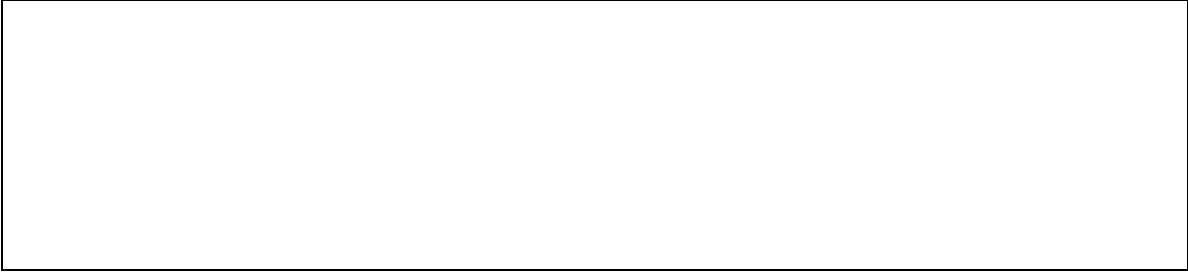
- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.
- Team performance and customer satisfaction (for Operational Team Leaders only).

### **Knowledge/Qualifications/Skills/Experience required**

- Further education or equivalent.
- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.
- People management experience (for Operational Team Leaders only).

### **Resources including team management**

n/a



<b>Staff</b>	n/a
<b>Budgets</b>	n/a
<b>Date Updated</b>	<b>28 September 2022</b>