

# JOB DESCRIPTION

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|-------------------|--|--------------|----------|
| <b>Job Title</b>  | <b>Assessment Manager</b>                                  |              |          |
| <b>Reports to</b> | <b>Senior Assessment &amp; Disability Services Manager</b> |              |          |
| <b>Department</b> | <b>Degree Education and Career Centre</b>                  |              |          |
| <b>Job Family</b> | <b>Business Services</b>                                   | <b>Level</b> | <b>3</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**

This position is within the Central Services – Assessment - team and leads the assessment and exam management for core and elective courses from assigned Subject Areas.

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

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

#### **Assessment**

Ownership of assessment for core and elective courses from assigned Subject Areas.

- To monitor the assessment structure of all core and elective courses, ensuring that the assessment is compliant with the School's Academic Regulations.
- To set up assessment deadlines and communicate them to Faculty in a timely manner.
- To liaise with Faculty and Subject Areas for all matters relating to Assessment, including delivering Assessment inductions to Faculty new to the School.
- To manage the external examination process prior to final assessment as well as following the final assessment.
- To report on the external examination process as required.
- To process grades, monitor timely submission and undertake detailed checks on gradesheets to ensure accuracy and timely release of grades.

#### **Exams**

Management of exams for core and tailored-core courses from assigned Subject Areas.

- To undertake examination papers preparation ensuring that the papers conform to the regulations, have been approved by the External Examiners and that all amendments have been checked and recorded and providing specialist advice to faculty, programme offices and subject areas
- To undertake all other examination preparation arrangements including the distribution of examination timetables to programme offices, communicating the exams details to students and the setting up of examination venues, including the creation of registers and seating charts.
- To implement reasonable assessment adjustments for students with special requirements, as advised by the Wellbeing Services Manager.
- To communicate with faculty and programme offices on core assessment arrangements.
- To act as lead invigilator or ensure delegation of role of lead invigilator for each main core assessment.
- To oversee the work of the Assessment Administrator to ensure efficient preparation of invigilator packs and exam materials.
- To oversee the system for counting and checking exam scripts following exams.
- To oversee the process for ensuring exam scripts are delivered to and received from faculty securely.
- To liaise with the Operational Delivery team and programme offices in the management of exam timetabling.
- To oversee space booking for core exams on CMIS, with support from the Assessment Administrator.

### **Delivery and Support**

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

### **Analysis and Reporting**

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.

- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

### **Compliance**

- To undertake all work in line with London Business School Academic Regulations, policies, procedures and to ensure at all times compliance with QAA requirements.
- To understand the School's obligations and responsibilities under the Equality Act and to act in accordance with the Act and other relevant legislation.

### **Collaboration**

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
- Course creation process - work collaboratively with faculty, subject areas, programme offices and the EdTech team to ensure course content is QA compliant and published in Canvas in a timely manner.
- Support line manager with a clear plan for managing key stakeholder relationships across the School.

### **Project Management**

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.
- Contribute to the Canvas Gradebook project, working closely with senior managers on process design, implementation and support of stakeholder engagement plan.

### **Process Improvement**

- Contribute to the set-up of and monitor processes, systems and practices within Assessment team.
- Plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

### **People Management**

- Manage engagement, retention and performance levels of direct report(s).
- Contribute to achievement of team targets.
- Contribute to cross-team collaboration.

Communicate team feedback on clarity of purpose and focus, behavioural and performance expectations, guidance, development and career support.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.
- Support the change of processes and systems related to any project work delivered by the Assessment team. This may include work coming from Canvas Gradebook, as well as future plans for the procurement of a new student record system.
- Support key stakeholders with the adoption of change.

**KPIs:**

- Management of all assessment-related processes across the designated Subject Areas.
- Delivery of high-quality exams and excellent student experience across designated Subject Areas.
- Management of timely grade-release and accurate student progression tracking across designated Subject Areas.
- Management of the external examination process across the designated Subject Areas.
- Maintain accurate records of all assessment-related processes within the designated Subject Areas.
- Area compliance with the School's Academic Regulations and the QAA UK Quality Code.
- Provide input in the production of high-quality reports, with the identification of trends and issues.
- Contribute to delivery of projects undertaken by the Assessment Team as required.
- Effective line management of direct report(s).
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.

| Knowledge/Qualifications/Skills/Experience required  |
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| <ul style="list-style-type: none"> <li>• Bachelor's degree or equivalent experience.</li> <li>• Experience of working in higher education administration or a similar customer-services oriented role.</li> <li>• Ability to organise and develop policy, systems and procedures.</li> <li>• Excellent organisational skills and meticulous attention to detail.</li> <li>• Ability to manage time and work with autonomy.</li> <li>• Excellent IT skills, including MS Office suite of products and the ability to use bespoke systems.</li> <li>• Experience of accurately managing and manipulating large quantities of data with Excel, in a professional context.</li> <li>• Proven ability to perform effectively under pressure with good personal organisation, prioritisation and time management skills.</li> <li>• Proven ability to plan and manage a range of projects at any one time .</li> <li>• Excellent communication skills and the ability to interpret complicated regulations and explain those effectively to a range of stakeholders.</li> <li>• Excellent interpersonal skills and the ability to work well within the immediate team as well as cross-team and cross-department, as well as relate to and communicate appropriately with people at all levels.</li> </ul> |

| Resources including team management               |
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| Line management of two Assessment Administrators. |

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|--------------|--|
| Staff        |  |
| Budgets      |  |
| Date Updated |  |