JOB DESCRIPTION

Job Title	Assessment Administrator		
Reports to	Assessment Manager		
Department	Central Services, Degree Education and Career Centre		
Job Family	Business Services	Level	2

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 (DECC) is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes. These 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 HKU), the Sloan Masters in Leadership and Strategy, the Masters in Finance (full-time and modular), the Masters in Financial Analysis, the Masters in Management and the Masters in Analytics and Management.

The Degree Programme portfolio represents over 50% of London Business School's revenues. With a number of programmes ranked in the top 10% by the Financial Times, including both the MBA and Masters in Finance ranked #1 in the world. The department also plays an essential role in supporting the School's brand and reputation.

Central Services works across all Degree Programmes to provide services and support common to all programmes. This includes, but is not limited to, assessment, faculty services and communication, and student support services.

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 focused 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

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.

- 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 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

- Act as lead invigilator for specified exams, supervising invigilators. Coordinating their activities and providing guidance to maintain exam delivery standards.

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.

Knowledge/Qualifications/Skills/Experience required
• Further education or equivalent. • Good communication skills and the ability to address a variety of stakeholders. • Sound working knowledge of standard IT packages, systems and/or databases. • 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. • Available to work occasionally at weekends and early mornings

Staff	
Budgets	
Date Updated	23/11/2020