**BPP Job Description**

**Job Title** **Senior Assessment Operations Officer**

**Department** School of Business

**Location** Home and office based (London Portsoken)

**Additional details** Hybrid

**Contract type** Full time and permanent

**Hours of work** 37.5 hours per week

**Reporting lines** Head of Academic Administration

**Key Relationships**  Academic Administrators, Delivery Teams, University Central Administration, Heads of Programme, Faculty, Business School Operations Teams

**Job Purpose:**

The Senior Assessment Operations Officer plays a pivotal role in supporting the operational delivery of high-quality, compliant, and efficient assessment administration within the School of Business. Acting as a key operational link between the Academic Administrators and the Head of Academic Administration, this role ensures that assessment operational processes are consistently applied, deadlines are met, and service standards are upheld.

The role carries significant responsibility for coordinating day-to-day assessment operations activities, providing guidance to colleagues, and ensuring that operational challenges are identified and escalated appropriately. The post-holder will contribute to the continuous improvement of assessment operational processes, support the implementation of new initiatives, and help maintain compliance with internal academic regulations and external professional body requirements.

This role is ideal for someone with strong administration experience who is ready to take on a greater responsibility in coordinating operations within a collaborative team environment, helping to shape and support the delivery of a high-quality student experience.

**Key Responsibilities:**

**Operational Coordination**

* Act as a first point of contact for Academic Administrators on assessment-related queries and operational issues
* Support the Head of Academic Administration in implementing assessment processes and ensuring adherence to internal and external regulations.
* Monitor and maintain the team’s activity planner, ensuring tasks are progressing and escalating issues as needed.
* Provide regular updates to the Head of Academic Administration on operational progress and challenges.

**Administration**

* Coordinate the collection and verification of student sit information for upcoming assessments.
* Liaise with the Marking Resourcing team to monitor marking allocations and flag issues.
* Support the smooth running of assessment sessions, addressing operational issues and escalating where necessary.
* Assist in the collation and dissemination of results to relevant stakeholders.
* Coordinate assessment communications to ensure timely and accurate information sharing.

**Systems and Data**

* Ensure accurate use of Turnitin for coursework submissions, including setup and troubleshooting.
* Support the formatting and tracking of results, liaising with relevant teams.
* Maintain accurate records of assessments and ensure data integrity across systems.
* Assist in preparing materials for internal and external exam boards.

**Stakeholder Support**

* Act as a liaison point for internal teams and external partners (e.g., ACCA) regarding assessment logistics and data.
* Respond to assessment-related queries from students, staff, and external bodies in a professional and timely manner.

**Person Specification:**

**Essential:**

* Strong experience in assessment administration or academic operations.
* Excellent organisational and administrative skills.
* Ability to coordinate tasks and support a team without direct line management.
* Strong communication and interpersonal skills.
* High attention to detail and accuracy.
* Proficiency in IT systems (e.g., Excel, databases, Turnitin, student records systems).
* Ability to work under pressure and manage multiple priorities.

**Desirable:**

* Experience working in a higher education environment.
* Familiarity with professional body requirements (e.g., ACCA).
* Experience supporting or mentoring colleagues.