

**BPP Job Description**

**Job Title** Senior Assessment Officer

**Department** University Central Administration

**Location** London East (Portsoken)

**Additional details** Hybrid working – Home/Office

**Travel requirements (if applicable)**

**Contract type ​**Full time and permanent​

**Hours of work** Monday-Friday, 9am-5:30pm

**Reporting lines** Reporting to Assessment Manager (F2F London)

**Job Purpose**

As a Senior Assessment Officer, you will be responsible for, assisting the assessment manager with leading and setting up of face-to-face assessments, assisting with reporting and statistics, responding to student queries, liaising with students about assessments as well as assisting with other tasks to ensure successful delivery of digital examinations at BPP University.

You will be expected to support other Assessment teams within the Registry department during peak times, which may include all regular administrative duties to ensure the success of assessment operations at BPP University.

**Key Responsibilities**

* Line Management of assessment officers
* Assisting the assessment manager with leading on and setting up of face-to-face assessments
* Producing data reports relating to online assessments
* Testing the online assessment software and improving current processes in relation to this
* Assisting students taking the exams with any procedural and technical queries
* Assisting with learning support arrangements
* Ensuring deadlines are met throughout the processes
* Following up with other departments to collate data as required
* Dealing with student queries via email and the online query system.
* Producing system reports as requested
* Liaising with Schools to ensure smooth preparation and running of assessments
* Undertaking any other reasonable duties commensurate with the grade of the position
* Undertaking all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities
* Adhering, complying and working in accordance with University and Departmental policies, procedures and codes of conduct and GDPR.
* Participating in training and professional development associated with the role

**Skills, experience & qualifications required - Essential**

* Experience of working in a professional academic support team, in a higher education academic support service or other relevant administrative setting.
* Good ability to use MS Word, Outlook, Excel (in particular), PowerPoint and excellent general IT skills
* Excellent written and spoken communication skills with ability to communicate with students and staff in a helpful and professional manner
* Proven ability to work on your own initiative
* Good organisational and time management skills with the ability to meet deadlines under pressure
* Ability to prioritise a diverse and demanding workload working to often competing deadlines in a calm manner
* Ability to interpret and apply academic regulations and policies and apply them to your day-to-day work
* Evidence of analytical and problem-solving skills
* Excellent attention to detail and the ability to maintain a professional manner and calm approach in a busy environment and in delivery of assessment services for students
* Confident individual with a strong team working ethic with a can-do attitude

**Skills, experience & qualifications required - Desirable**

* Experience in using online assessment software

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned. You may also be asked to assist with tasks conducted by other teams within the department to assist with busy and peak periods.