

Job Description

Post/Job Title:	Assessments and Awards Officer
Reference:	808
Faculty/Professional Service:	Academic Services
Group/Section:	Assessments and Awards
Location:	Any University location
Normal hours per week:	37 <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.</i>
Grade:	4
Accountable to:	Assessments and Awards Team Leader
Accountable for:	N/A

Job Purpose

To provide administrative support to deliver the university's Assessment and Awards functional activities consistently and in line with relevant policies, procedures and systems. Implementing processes effectively and accurately, whilst always providing excellent service levels.

The role may be required to work across teams, providing mutual support within other teams in BU when required to address workload peaks, cover for staff absence and ensure consistent delivery of a professional and efficient service.

Main Responsibilities

1. Dealing with the administration relating to the Assessments & Awards processes and procedures in line with university policy and regulation; utilising a range of IT systems, including the student record database and the virtual learning environment (VLE), to record critical data, produce reports, and provide information for various stakeholders.
2. Effectively managing a set of tasks and responsibilities as appropriate to the Assessment & Awards related functions within Academic Services, including:
 - o Organising and setting up assessments processes to include In-Year retrieval, exams, MCQs, in-class tests, coursework, anonymous marking, carry credit
 - o Co-ordinating External Examiner engagement for assessments boards.
 - o Scheduling, preparing for and administering assessment boards (Unit, Programme, Reassessment, Chair's Actions). This will include all the data entry and processing required pre, during and post-board processes
 - o Confirming and publishing student results within required deadlines
 - o Co-ordinating the scheduling and production of examination papers and collection/storage of exam scripts
 - o Plan, arrange and support Awards Ceremonies
3. Dealing courteously and effectively with all enquiries received by email, online, face to face or telephone
4. Ensure consistency in approach across programmes and to help manage workloads to meet deadlines.
5. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring

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6. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy
7. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits
8. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services

Contacts

Internal: All BU staff and students, Exam Invigilators

External: All BU stakeholders; External Examiners; Professional Statutory and Regulatory Bodies, BU Partner Institutions

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

Person Specification

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SELECTION CRITERIA	Essential/ Desirable

Knowledge (including experience & qualifications)	
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Previous experience of working in an administrative role with a varied and complex set of responsibilities	E
Previous experience of working in a frontline, customer facing or advisory role	E
Previous experience of working in an administrative role within an education environment	D
Skills	
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders.	E
Excellent written and verbal communication skills, confident communicating on the phone, in person and on teams.	E
Excellent MS Office skills and ease of learning new IT applications.	E
Proven experience of using databases or an enquiry management system to record, extract and manipulate information.	E
The ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines.	E
Previous experience of implementing administrative processes effectively.	D
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances.	E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached.	E
Attributes	
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation.	E
Ability to develop and maintain professional relationships of respect, trust and support between all staff and students.	E
Empathetic and supportive manner	E
Be a pro-active decision-maker within the remit of the duties listed	E
Ability to work on own initiative and as part of a team.	E
Ability to review and recommend changes to structures/systems as part of a culture of continuous improvement.	E
Ability to prioritise and work to tight deadlines.	E
A methodical approach to process; an aptitude for accuracy and attention to detail.	E
Commitment to own continuous professional development and a willingness to undertake staff development as required	E
Flexible approach to work including a willingness to adjust working hours according to service needs	E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations	E