Queen Mary
University of London

Job pack

Message from the President and Principal



Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

qmul.ac.uk

Queen Mary University of London

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical,** acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- Season ticket loan scheme
- Pension scheme
- Reward and recognition schemes
- Staff Networks
- Cycle to work scheme
- Qmotion sport fitness centre
- Employee Assistance Programme
- Family friendly policies
- Flexible working practices

Job details	
Job title	Assessment Officer
School/Dept/Institute Centre/Faculty	Science and Engineering
Reports to	Assessment Manager
Grade and salary	Grade 4, £40,815-£47,550 per annum
Hours per week	**Full-time**
Appointment period	Indefinite
Current location	Mile End/Canning Town depending on assigned area of work
Work activity type	Professional Services

Job description

Job context

The Faculty of Science and Engineering combines research excellence with a strong commitment to growth, innovation and diversity in its educational activities. Public engagement, partnerships, cross-disciplinary collaboration, and the generation of research with compelling public benefits have all been central to the Faculty's work.

Our academic schools work together effectively, generating excellent research, teaching and learning opportunities across Science and Engineering. Having grown rapidly in recent years, the faculty now generates around £200 million in annual income. Altogether there are over 14,000 students and 1500 staff across the Faculty, with many inter-departmental links. We deliver education to over 5,000 students in China, operating a "flying faculty" model.

Every year, the Faculty receives approximately £45-50 million new research awards from UKRI, the EU, charities and industry. Queen Mary ranks 14th in the world and 5th in the UK for the quality of research (THE World University Ranking 2024) and joint 7th in the UK according to the 2021 Research Excellence Framework.

The role sits within the Professional Services job family and the role holder is expected to be an active part of the University's support staff family, working with academic colleagues across a wide range of responsibilities to help deliver its academic mission.

Job purpose

The post holder will be a core member of the Faculty Assessment Team responsible for delivering support for assessment processes for taught programme students in the cluster. The post holder will manage and coordinate all processes around academic misconduct cases and examination paper production including moderation and running of scrutiny committees and liaison with external examiners. They will support the Assessment Manager on the Subject Examination Boards within the cluster, support assurance processes and continual improvements in the assessment of learning.

Main duties and responsibilities

- To manage and oversee all processes and policies relating to examinations and assessment within the designated cluster.

- To work with the Digital Learning Team and other relevant staff to ensure assessments are appropriately set up on QMPlus, and that they are processed for Examination periods.

- To work with the Assessment Manager on the Subject Examination Boards within the cluster. Supporting in gathering agenda items, distributing paperwork, taking and circulating minutes and ensuring that agreed actions are carried out by the relevant staff.

- Provide expert support and advice to students and staff, having full knowledge of the academic regulations together with adherence to policies and procedures. Responding to student enquiries through AskQM escalating where appropriate to the Assessment Manager and seeking guidance from DGLS and Registry Services

- Work closely with Programme Directors, Subject Examination Board Chairs, DGLS and Registry Services in matters relating to assessment.

- Ensure the effective management of all problems and issues raised, both foreseen and unforeseen during the examination process to ensure continuity of service delivery and problem solving for all stakeholders and ensuring that the codes of practice are adhered to.

- Working with the Subject Examination Chair, producing Chairs' Actions and accurately keep track of these, escalating more complicated Chair's Actions to the Assessment Manager as required.

- Liaise with the central examinations team surrounding the examination paper production, examination papers and the examination timetable.

- To interpret complex data and produce management information in order to provide detailed analysis around the areas of examinations and assessment for relevant committees and working groups.

- To organise the smooth running of assessments, including exam paper production, setting up online assessments, organising invigilators (including hours and payment), ensuring marking deadlines are met and managing the student feedback processes.

- To oversee and monitor the timetabling of assessment related activities, ensuring student needs are taken into consideration, working closely with the Student Support Team to ensure students with examination access arrangements have these implemented ahead of the relevant examination period.

- To be a point of contact for External Examiners in the cluster. This includes:
  - liaising about examination papers.
  - creating moderation packs.
  - creating external examiner packs.
  - ensuring external examiners have access to relevant systems.

- To be responsible for entering marks accurately into MySIS seeking support from the Programme Team when required and liaising with the Student Experience Team surrounding EC outcomes.

- To assist Academic Misconduct Officers with assessment offense cases, and liaise with Appeals, Complaints and Conduct Office to provide reports for the Subject Examinations Boards.

- To liaise closely and proactively with colleagues surrounding joint and interdisciplinary degree programmes to coordinate and respond to developments and amendments to shared programmes.

- Support the quality assurance processes for assessment (examination and coursework) by creating and maintaining an archive of examinations.

  Assist the Programme Team with the provision of assessment-related information required for accreditation and PSRB processes.
- Commitment to continuous improvement and learning by engaging in professional development, applying feedback, driving efficiency through improvement ideas, staying informed on best practices, and fostering knowledge sharing and collaboration.

- To provide reception services for the Faculty Office when on Campus including answering routine email, face to face and phone enquiries from students, staff and visitors, referring them to other staff as appropriate.

- Actively participate in and attend School and university Open Days/Evenings/UCAS activities as required.

- Work flexibly as part of a team, supporting others in times of high-volume activity. Deputising for the Assessment Manager as and when required.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

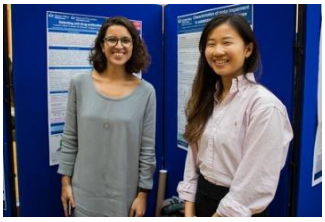
Queen Mary University of London

Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.
Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
Degree or equivalent qualification or equivalent relevant experience.	☒	☐
Experience/Knowledge		
Proven record of Examinations/Assessment experience in a higher education environment.	☒	☐
Highly numerate and with significant experience of data manipulation, data analysis and statistics.	☒	☐
Experience of and a creative approach to, problem solving and responding flexibly.	☒	☐
Significant experience of working and communicating collaboratively, supporting and working with key stakeholders.	☒	☐
Detailed knowledge and understanding of higher education institutional procedures, regulations and codes of practice on student administration.	☒	☐
Experience of dealing effectively with people face-to-face in a university or similar environment with a customer oriented approach.	☒	☐
Understanding of and commitment to, equality of opportunity and to dealing with diversity sensitively and fairly.	☒	☐
Experience of servicing committees and producing documentation in a short space of time.	☒	☐
Experience of developing new processes and procedures in a higher education environment.	☒	☐
Experience of using large student databases and a Virtual Learning Environment (VLE), e.g. SITS and Moodle	☒	☐
Skills/Abilities		
Strong interpersonal skills including motivational, negotiating, influencing and relationship building with internal and external stakeholders.	☒	☐
Excellent written, verbal and numerical skills with experience of writing reports and evaluating documents.	☒	☐
Good organisational skills, experience of balancing competing work demands (workload) and managing own time in order to meet imminent and distant deadlines.	☒	☐
Ability to exercise sound judgement and deal and resolve issues and problems independently, seeking advice where appropriate.	☒	☐
Ability to work well under pressure both independently and as part of a team to exercise initiative.	☒	☐
Demonstrable ability to solve multi-dimensional problems using imaginative solutions.	☒	☐
Proactive approach to tasks, highlighting issues to relevant staff member to avoid negative impacts.	☒	☐





Other		
Ability to work flexibly, as necessary, to meet targets.	☒	☐
*The ability to meet UK 'right to work' requirements.	☒	☐

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be ask to bring their passport or another acceptable form of evidence to verify their right to work.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: https://www.gov.uk/global-talent

For additional information on both visa sponsorship and non-sponsorship visa routes, please visit the UK Visas and Immigration website: https://www.gov.uk/browse/visas-immigration/work-visas

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the ATAS listed subject areas will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate






University. We also offer a number of development programmes including Springboard, Aurora and D-MENtor. We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible Working

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our Flexible Working Policy includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of family friendly policies with enhanced rates of pay available for family-related leave, following a qualifying period of service.

Further Information

Details about the school/Department/Institute can be found at:

https://www.qmul.ac.uk/about/se/

Informal enquiries should be made to:

Name: Karen FinesilverSmith

Email: Faculty Assessment Manager

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place.

