

Assessments Manager

Department:	Registry Operations
Grade/ Salary:	Grade 7, £43,936 - £48,852
Contract Type:	Fixed Term Until 31/01/2026
Hours:	35 per week (Full time)
Location:	New Cross, London (hybrid)

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.



Student Academic Services

The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Academic Services Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The Directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience and provides services across the student and academic lifecycle from application to graduation and covering everything from well being services to ensuring new programmes are set up correctly.

Job description

Reporting to: Head of Registry Operations Systems and Data
Reports: Registry Coordinators and Registry Officers (shared line management)

Summary:

We are seeking an experienced Registry professional to join the team as Assessments Manager. This role will be responsible for the management of the assessments processes and supporting the Head of Registry in the management of the Registry Operations Team.

The role holder will have oversight and responsibility for administration of examinations and examination boards for undergraduate and postgraduate students, issuing of transcripts and related processes.

The role holder requires experience of managing teams within higher or further education. The role requires enthusiasm, energy and drive to enhance services, systems and processes which contribute to a high quality student experience

The role requires enthusiasm, energy and drive to enhance services, systems and processes which contribute to a high quality student experience. The role holder must also have excellent managerial and interpersonal skills with the ability to build strong positive and collaborative working relationships with the teams he/she manages, other managers within professional services and academic departments.

Main duties:

- Actively contribute and engage with the aim of the continuous improvement of student-related data quality and integrity. This includes working collaboratively with colleagues across the Registry and the wider University community to ensure data is accurate and consistent and enables reporting across systems.
- Proactively work with colleagues across the Directorate and throughout the University to ensure a cohesive, effective, and informed Student Experience service and teams.
- To promote the activity of the Registry and the SAS Directorate by building effective relationships with internal stakeholders.
- Support and contribute to the delivery of the Registry Services Enrolment, Assessment, Student Enquiries and Academic support
- At all times to comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, and College and Service information handling procedures.
- At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity / Dignity at Work Policy.
- At all times to help maintain a safe working environment by attending as necessary and following the College's Health and Safety Codes of Practice and Policy.

- In addition you will be required to undertake any other duties as may reasonably be required.

Specific Duties:

- To manage the delivery of all assessment services to the required standard and timescale.
- To support the Head of Registry Operations in the operational management and strategic planning of the section.
- To work collaboratively with the Student Information and Data Manager to ensure accuracy of data for statutory and other reporting streams.
- To deliver all aspects of the centralised assessments process for undergraduate and taught postgraduate programmes including setting examination timetables, preparation of written examinations, providing administrative support to Departmental Assessment Boards and other related process.
- To ensure reasonable adjustments are in place for students during the examination periods and fully delivered for students with disabilities.
- To manage the operational activities of the Assessments work to ensure that students receive results, transcripts and other information within agreed timescales.
- To manage and motivate all direct line reports, setting individual objectives and managing performance to achieve set team objectives and targets.
- To support the Head of Registry Operations in ensuring effective working relationships are maintained with academic departments and schools in order to support the efficient delivery of all centralised services.
- To support the Head of Registry Operations in the development and delivery of training to all staff involved in the assessment process including Chairs of Boards of Examiners, Examination Officers, Departmental Administrators/Business Managers, Assessment Team, Invigilators and others.
- To support the Head of Registry Operations to provide administrative assistance to meetings of Boards of Examiners as the Registry's Representative in order to provide advice on procedural and regulatory matters.
- To support staff in academic departments with key assessment processes conducted through the Student Records Systems including: module selection, module confirmation, assignment mark entry and electronic boards.

- To manage the production and distribution of college certificates for students and collaborative provisions.
- To generate ad hoc reports to manage accuracy of data.
- To manage the recording of academic misconduct information from Departments and to produce statistics for the Registry annual reporting requirements.
- To ensure the implementation of Goldsmiths' regulations, policies and procedures in relation to assessments. To advise staff in academic departments in order to ensure all relevant regulations are followed.
- To support the annual reporting on assessment performance for University Committees, including preparation of quantitative and qualitative data
- To attend meetings within Goldsmiths to ensure that the work of the Registry Operations Team are appropriately represented and its work reported.
- To contribute to the ongoing planning and implementation of excellent services for the enhancement of the student experience at Goldsmiths.
- To contribute to the development of business continuity plans to enable business operations to be maintained following the failure of, or damage to, vital services or facilities.
- To own and carry out Performance Development Review of line-managed staff, ensuring that staff understand their contribution to the department, and to the University Strategic Plan and so that they are able to develop their skills and improve their performance.
- To deputise for the Head of Registry Operations.
- To respond to Data Subject Requests and Freedom of Information requests coming through the Information Governance and Records Manager in relation to assessments, ensuring information is accurate and responses are provided within the required timescale.

Team and Line management

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form **C = Certificate**
I = Interview **R = Reference**
T = Test **P = Presentation**

	Category
Essential Criteria 1 - Qualifications	
Educated to degree level or equivalent or have relevant work experience	A, C,
Desirable Criteria 1 - Qualifications	
Essential Criteria 2 - Experience	
Experience of working in an management relate role in a Higher education environment	A,I,R
Experience of a student records system in further or higher education	A,I,R
Experience of managing staff	A,I,R
Experience of collecting and preparing data for formal reports	A,I,R
Experience of collecting and preparing data for formal reports on service operations and projects	A,I,
Experience of implementing and communicating regulations, policies and procedures in an HE context	A,I,

Desirable Criteria 2 - Experience	
Experience of the management of a centralised assessment programme	A,I,
Experience of providing support to assessment and/or progression boards	A,I,
Essential Criteria 3 – Knowledge	
Good working knowledge of Microsoft packages and confidence in learning new packages and systems	A,I,
Knowledge and understanding of core academic and administrative functions in higher education.	A,I,
Desirable Criteria 3 - Knowledge	
Essential Criteria 4 - Skills	
The ability to manage staff in the delivery of complex processes and procedures involving a range of stakeholders	A,I,
The ability to appropriately apply regulations, policies and procedures in a busy and fast moving environment	A,I,
Strong written and oral communication skills, with the ability to adapt communication to fit the intended audience	A,I,
Excellent interpersonal skills, with the ability to engage and gain the respect and cooperation of staff at all levels	A,I,
Ability to act collegially, working as part of a team to plan and deliver service objectives	A,I,
Desirable Criteria 4 - Skills	

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.