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| Last updated: | July 2022 |

**JOB DESCRIPTION**

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| Post title: | **Examinations, Awards and Graduation Team Leader** | | |
| School/Department: | Student and Education Services (SES) | | |
| Faculty: | Student Experience Directorate (SED) | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| Posts responsible to: | Examinations and Awards Manager (MSA5) | | |
| Posts responsible for: | Posts at MSA L3 who supervise posts at L2s | | |
| Post base: | Office-based (see job hazard analysis) | | |

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| Job purpose |
| To manage the team, overseeing day to day activities and supporting staff recruitment, inductions and training. To organise and coordinate all University of Southampton exam periods, award dates and graduation data processes, including those of collaborative partners where required. To focus on student experience milestones, data quality and the efficient production and distribution of award and verification documentation to students, graduates and our alumni community. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Manage resources to ensure activities are delivered within an agreed timescale whilst complying with the current regulations and procedures of the University. This will include but is not limited to: recruitment and training of team members, recruitment and training of casual staff, liaison with other University departments. | 30% |
|  | To use specialist skills to agree costs, delivery and contracts with internal and external product suppliers to get the best value for money in liaison with other University departments. | 20% |
|  | To manage the staff within the team, supporting and directing their professional development and performance, embedding service values and collegiality.  To oversee a regular review of the team’s services and activities to ensure they deliver excellent customer service and value for money while recompensing for staff resource and recurrent costs. | 20% |
|  | To demonstrate values and behaviours associated with excellent customer service, and to proactively embed a service ethos into the team by encouraging customer-focussed emphasis in all activities  To work in collaboration with team members and other SES teams to develop and agree efficient business processes and best practice solutions, including efficient use of corporate systems | 10% |
|  | Monitor budgetary financial expenditure in collaboration with the team manager. | 5% |
|  | To proactively contribute towards IT development and maintenance projects to ensure system efficiency, and to ensure team members are fully up to date. | 5% |
|  | In collaboration with, and as requested by, the team manager, attend assessment, award and graduation-related working and user groups, both internal and external; represent the University of Southampton in a professional manner at those events. | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| * Academic and professional services staff. * Service suppliers * Students, including Student Union representatives * Staff in other universities * Casual staff |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable |
| **Qualifications, knowledge and experience** | Skill level equivalent to a HND, undergraduate degree, NVQ4 or basic professional qualification.  Proven experience of planning and progressing work activities within broad organisational policy.  Demonstrable commitment to maintaining professional knowledge and awareness through continuing personal and professional development. | Experience of working on corporate/bespoke systems |
| **Other skills and** [**Our Southampton Behaviours**](https://intranet.soton.ac.uk/sites/strategy/embeddingcollegiality/SitePages/Home.aspx) | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development.  Act as role model for the Southampton Behaviours and work with the team to embed them as a way of working. | . |
| **Management and teamwork** | Proven experience of recruiting, managing, motivating and developing teams and individuals.  Proven ability to delegate work effectively to help team members’ development and team efficiency.  Able to formulate development plans for staff and to support an ethos of constant improvement.  Able to manage and implement change within a team. | Experience of managing and recognising risk at a public event.  Experience of managing compliance with corporate, statutory and regulatory requirements. |
| **Planning and organising** | Proven experience of organising and scheduling large scale activities, resources and events.  Able to plan up to 24 months ahead to develop and deliver a service which meets its targets.  Able to manage a broad range of competing demands and activities including those with both short term and longer term delivery dates. | Experience of successful project management.  Experience of large scale event management |
| **Problem solving and initiative** | Proven ability of using one’s experience to find creative solutions using systematic and rational judgements.  Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.  Able to analyse complex data and summarise key recommendations for senior staff.  Able to analyse corporate systems’ efficiencies and where possible implement improvements to enhance efficiency | Able to demonstrate a comprehensive understanding of systems and processes and an awareness of activities in the broader work area. |
| **Communicating and influencing** | Experience of being able to achieve co-operation across multiple teams.  Able to co-ordinate and communicate activities  Able to negotiate costs and service with suppliers  Able to provide specialist guidance on complex issues. | Experience of different approaches to communicating with large groups of people |
| **Customer service** | Able to demonstrate values and behaviours associated with excellent customer service. | Experience of embedding service ethos in to a team or department |
| **Special requirements** | Flexibility to work such hours as are required to deliver each activity (this may include occasional evenings and weekends)  (which are usually but not exclusively December, January, May and July) |  |

**Version Control**

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| Job description author | Zoë Heathcote | | |
| Evaluated by | Charlotte Solway | Date evaluated: | 19 July 2022 |
| Career Pathway: | MSA | Unique Reference Number: |  |
| Amended: | Yes/No | Date amended: |  |
| Amendment author: | Name – Job Title |  |  |
| Re-evaluated: | Yes/No | Date re-evaluated: |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post, with routine hazards?**

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| Yes | This is an office-based post with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete/remove the section below. |
| No | This is an office-based post with some non-routine hazards (eg: contact with the public and/or shift work). Please complete the analysis below. |
| No | This is a non office-based post and has some hazards. Please complete the analysis below. |

**HIRING MANAGER**

Please complete this section as accurately as possible to ensure the safety of the post-holder.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work | X |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling | X |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height | X |  |  |
| Repetitive reaching at shoulder height | X |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public | X |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.