Job Description – Manager, Assessment Strategy and Policy Advice

About the role
Based in Assessment, Credit and Qualifications (ACQ) in Academic Services, the main functions of this role are to liaise with academic units to gather tuition and assessment information for progression through the University approval process prior to operational implementation and to assist the Policy Advice Centre during peak periods with activities relating to External Examiners and requests for exceptions submitted by students.

Key responsibilities
Duties will vary according to the requirements of the annual cycle of work, but will typically include:

- To operate the teaching and assessment strategy approval process, identifying modules requiring approval, co-ordinating consideration by relevant committees and disseminating approved information within Academic Services and other areas of the University.

- To assist the Senior Manager, Policy and Information in liaising with and advising academic units about existing assessment policy in relation to the implementation of planned assessment strategies and co-ordinating the Academic Services response.

- To coordinate the maintenance of presentation specific tuition and assessment information on University systems in liaison with Module Teams and providing support and advice where necessary.

- To analyse, and respond on behalf of the University, to administrative issues raised by External Examiners when necessary.

- To manage the nomination and appointment of External Examiners, including clarification of policy when necessary.

- To make decisions regarding requests for exceptions submitted by students to the Assessment Exceptions Group when necessary.

- To manage, in consultation with academic units, Cluster Examination and Assessment Board structures and designation of members to the Board in line with approved policy when necessary.

- To undertake such duties as agreed with ACQ Senior Management
Skills and experience

Essential:

- A higher education degree or equivalent i.e. demonstrated skills in communication, analysis, interpretation, argument, synthesis and ability to learn on the job.

- Excellent communication skills: a high standard of written and spoken English and the ability to effectively convey written and oral information to a wide range of recipients, internally and externally.

- Significant IT experience including using Outlook, Word, Excel and Access and competence using ICT as a planning, management and communications tool.

- Proven ability to provide the best quality service to external and internal customers.

- Proven ability to respond positively to changes in working practices and procedures and to instil confidence of change in others.

- Working co-operatively across boundaries to contribute to positive outcome.

- Proven organisational skills together with the ability to prioritise and use tact and judgement and the ability to be flexible in adapting to changing requirements.

- Ability to manage activities under tight time constraints.

- Proven ability to work accurately with exceptional attention to detail

- Proven ability to problem solve.

- Experience of handling and systematising data.

Desirable

- General understanding of the Open University’s administrative processes.

- Knowledge of OU systems.