Job Description – Manager, Policy Advice

About the role
Based in Assessment, Credit and Qualifications (ACQ) in Academic Services, the post holder will work within a small team of Managers who are responsible for:

- acting as Working Secretary to the Module Results Approval and Qualifications Classification Panel (MRAQCP), preparing papers and minutes and managing the approval of credit awarded by Open University validated institutions
- managing the process leading to the appointment of External Examiners and their continuing contract with the University
- in consultation with Faculties, managing Cluster Examination and Assessment Board (CEAB) structures and the designation of members to the Board in accordance with policy
- taking decisions in relation to individual student cases submitted to the University’s Assessment Exceptions Group (AEG) and being responsible for the procedures and activities associated with implementing this process.

Key responsibilities
Your role will have a defined set of duties, which will be determined according to the requirements of the team, the annual cycle of work and your specific skill set, and will include some, but not all of the following:

1. To share the role of Working Secretary of the Module Results Approval and Qualifications Classification Panel (MRAQCP), preparing papers and minutes, and providing general support to the Secretary of the Panel and liaison with Panel members and Faculties as required.
2. To manage the approval of OU Validated Provision (OUVP) awards, providing general support to, and liaison between, OUVP and MRAQCP members.
3. To co-ordinate the provision of, and to provide general support for, ACQ periodic and annual reports to Governance, and other bodies.
4. To provide information, advice and clarification on assessment policies.
5. To manage the nomination process for External Examiners, maintaining an oversight of their appointment and including clarification of policy when necessary and the provision of an annual supplement of work and fee payment.
6. To analyse, and respond to on behalf of the University, administrative issues raised by External Examiners within their reports.
7. To manage, in consultation with Faculties, Cluster Examination and Assessment Board (CEAB) structures and designation of members to the Board, in line with policy.
8. To make decisions regarding requests for exceptions, including discretionary postponement requests, submitted by students to the Assessment Exceptions Group; responsible for the recording, monitoring and reporting of these decisions.
9. To coordinate meetings of the AEG, including the drafting of papers and recommending changes to policy where appropriate.
10. To undertake additional duties, as required and directed by ACQ Senior Management, which might include providing support for Assessment Policy projects.

**Skills and experience**

**Essential:**
1. A higher education degree or equivalent, or work experience at a comparable level
2. Excellent spoken communication skills; able to convey information effectively to a wide range of recipients at all levels of seniority; able to lead and contribute effectively to relevant meetings.
3. Excellent written communication skills; able to convey complex information and issues; able to produce policy papers and detailed reports for University level bodies, including governance committees.
4. Experience of quickly developing and maintaining effective working relationships with a range of key internal and external stakeholders to deliver outcomes.
5. Proven ability to work independently, demonstrate resourcefulness and solve problems.
6. Good analytical skills and the ability to work accurately with exceptional attention to detail.
7. Excellent organisational skills; able to prioritise workload, to be flexible in adapting to changing requirements and to work well under pressure and tight time constraints.
8. High level of competency using IT tools, including Outlook, Word, Excel, PowerPoint, OneNote and SharePoint.
9. An understanding and knowledge of the UK Higher Education sector.
10. Identify with and demonstrate the culture and values of the Assessment, Credit and Qualifications Unit.