

Job Title	Head of Assessment Delivery
Functional/Regional Responsibility	
Location	Remote and Manchester, UK
Directorate	Academic
Reports To	Academic Operations Director
Line Management	Assessment Delivery Managers, Academic Operations Executives

Job Purpose

To lead NCUK's assessment (logistics, marking, moderation and results processing) operations and services. To lead the development, maintenance, and review of the delivery of high-quality assessment operations, services and systems. To contribute to the commercial success of NCUK.

Key Responsibilities and Accountabilities

1	To support delivery of the Academic Operations strategy and related success measures and KPIs
2	To own and deliver the Assessments Delivery Strategy and related success measures and KPIs
3	To develop, maintain, manage and implement procedures, processes and systems to deliver all aspects of NCUK's assessment operations, services and systems
4	To work with other staff and delivery partners to assess the demand for new or modified assessments services and to develop and assess business proposals for such services
5	To maintain relationships with delivery partners to ensure that students are given a high quality and accurate service through all stages of the assessments operations process
6	To lead in the development and delivery of information, data, presentations and other training materials that support delivery partners and their students in all aspects of assessment operations and systems
7	To lead in the management of the assessment writing and delivery cycle to include but not limited to: <ul style="list-style-type: none"> - Appointment of consultants e.g. assessment developers, paper reviewers, Principal Assessors - Coordination and tracking of assessment writing - Formatting, Proofing and finalizing of assessments for all delivery models Managing, scheduling/issuing assessments for all delivery models
8	To lead in the management of centre marking and moderation operations to include but not limited to: <ul style="list-style-type: none"> - Appointment of moderators and Chief moderators

JOB DESCRIPTION

	<ul style="list-style-type: none"> - Production and delivery of assessments materials (paper and digital) <li style="padding-left: 20px;">Moderation reports from production to release to centre support - Production of final marks for import to relevant computer systems - Any arising issues associated with moderation and liaise with the centre support and quality assurance teams where necessary - The communication with moderators during and post moderation - The reporting of Exam Board outcomes to relevant stakeholders
9	To work with other staff to develop, maintain and communicate schedules of assessment operations to delivery partners, learners, Universities and NCUK staff
10	Where an assessments operation has third party involvement, to manage the interaction between NCUK and the third party, the performance and contractual compliance of the third party
11	To contribute to the appointment of third parties and other contract staff associated with assessment operations
12	To set and manage the budgets for assessment delivery and support finance as appropriate in reforecasting and monitoring
13	To contribute to the maintenance and development of programmes and qualifications, especially with regard to assessment operations requirements and costs
14	To prepare and present data/statistics for success measures and KPIs to various audiences including but not limited to the Board of Directors, SLT, Market Development, NC Stakeholders and Delivery Partners.
15	Keep up to date and be aware of major developments in assessment operations methods, initiatives and any appropriate regulatory frameworks
16	Continually improve workflows and processes within both the Assessment department and Academic Operations department
17	Participate in business Cycle Meetings and supporting meetings including Product Development Group and Centre Monitoring
18	Supervise, deploy, develop and performance manage line staff to develop a high performing team
19	Plan and deliver appraisal and performance reviews as required
20	Other academic management duties as and when requested including deputising for the Academic Operations Director

PERSON SPECIFICATION

Qualifications	Essential (✓)	Desirable (✓)
Degree qualification or equivalent or significant work experience/study equivalent to the level of NCUK programmes	✓	
Experience	Essential (✓)	Desirable (✓)
Knowledge and experience of international delivery of UK programmes and qualifications	✓	
Understanding of some of the subjects covered by the qualifications	✓	
Sound understanding of assessments of assessment theory and experience of designing different methods of assessment	✓	
Experience of relevant regional markets	✓	
Academic Operations experience in tertiary education either at a UK University or an institution which delivers UK Higher Education programmes through collaborative provision	✓	
UK higher education sector and qualification regulatory and quality assurance bodies	✓	
Demonstrable experience in supporting international students and delivery partners		✓
Skills/Knowledge	Essential (✓)	Desirable (✓)
Knowledge and experience of managing online assessment content design, development and delivery	✓	
Good working knowledge of MS Excel, PowerPoint and Word	✓	
Influencing and communication skills	✓	
Customer services	✓	
Training skills and knowledge	✓	
Management of others	✓	
Developing relationships and performance management	✓	
Process mapping	✓	
Team working	✓	
Presentation skills	✓	

PERSON SPECIFICATION

Ability to interpret complex quantitative and qualitative data and produce concise reports	✓	
Complex problem analysis and solving	✓	
Self-management	✓	
Effective planning	✓	
Decision making	✓	
Meeting deadlines	✓	
Delivering results	✓	
Internal and external customer focus	✓	
Culturally appropriate communicator	✓	
Demonstrable experience in creating, planning and delivering training	✓	
Fluency in English	✓	
Fluency in one other language relevant to the particular region		✓
Management of external contractors and internal operations	✓	
Ability to manage multiple tasks through project management, scheduling and time management	✓	
Decisive and able to take responsibility for agreed outcomes	✓	
Personal Styles or Qualities	Essential (✓)	Desirable (✓)
Commercial acumen	✓	
Customer focused	✓	
Autonomous	✓	
Self-motivated & enthusiastic	✓	
Ability to manage and motivate a team	✓	
Adaptable	✓	

PERSON SPECIFICATION

Interpersonal awareness	✓	
Resilient	✓	
Resourceful	✓	
Matrix working	✓	
Commitment to continuous improvement and innovative	✓	
Willingness to work flexible hours, travel overseas	✓	

Willingness to Travel

The post holder will be based remotely and at NCUK's Headquarters in Manchester. This role involves occasional travel to support new and existing NCUK Delivery Partners and the regional teams.

Your job description does not define or limit your duties and you may be required to carry out other work within your abilities, either for your professional development or the business needs.

Review Arrangements

Over time the nature of the job may change. Consequently, NCUK will expect to revise this job description from time to time and will consult with the job holder at the appropriate time.

NCUK

THE UNIVERSITY CONSORTIUM VISION, MISSION, VALUES

OUR VISION

To be the outstanding provider of UK university pathway programmes and placement services.

OUR MISSION

NCUK provides the highest quality university pathway programmes and placement support to our students, outstanding service to our business partners and a well-qualified, diverse supply of students to Northern Consortium universities.

OUR VALUES

Quality

To deliver the highest standards throughout our products, services and communications.

Integrity

To build trust and respect through fairness, honesty, equality and cultural awareness.

Innovation

To overcome obstacles and drive effective, efficient delivery with a creative approach.

Collaboration

To work together, building successful, lasting partnerships.