

Position Description – Senior Exams Officer

Updated 14 January 2025

POSITION DETAILS	
College/Portfolio	<i>Deputy Vice-Chancellor (Students)</i>
Organisational Unit	<i>Student Administration Services</i>
Supervisor (Title)	<i>Manager: Exams, Achievement and Graduations</i>
Classification	<i>Higher Education Officer level 6</i>
Employment Type	<i>Continuing, full-time</i>

POSITION SUMMARY
<p>Working under general to broad supervision as a member of the Exams, Achievements and Graduations team in Student Administration Services, the Senior Exams Officer is primarily responsible for the coordination and administration of assessment and examination matters across the university. This includes the management, and delivery of university examination and assessment events, and building and maintaining relationships with internal and external stakeholders is crucial for delivering high-quality services to students and staff.</p> <p>This position is involved in developing and promoting effective processes and innovative business practices, for various student progress and completion activities. Additionally, this role supports the graduation activities of the team and provides input into the priorities and strategic planning of Exams, Achievements and Graduations for the university.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> • demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; • contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p> <p><i>SA: Staff working in a health care setting are <u>strongly recommended</u> to be fully vaccinated against COVID-19 in line with the SA Health policy.</i></p>

KEY POSITION RESPONSIBILITIES

The Senior Exams Officer is responsible for:

1. The planning and delivery of high-quality assessment and examination services, including coordination of university examination events, development of examination timetables, venue management, exam papers, invigilation, alternative arrangements, and interstate/overseas examinations.
2. Interpreting and responding to complex enquiries from various stakeholders (including students, parents, staff, and external organisations) and advising staff on policy and operational matters relating to assessment, examination and graduation services.
3. Coordinating and contributing to ongoing business processes and operational goals by reviewing and refining procedures, policies, training packages, and support tools, while proactively identifying and implementing system improvements to support new ideas.
4. Providing advice and support to students and staff such as interpretation and analysis of policies, statutes, regulations and administrative procedures relating to assessment and examination matters.
5. Maintaining effective working relationships with colleagues in Colleges, Portfolios, and other stakeholders.
6. Generating reports to support College and/or University business or planning activities as required.
7. Actively promoting collaboration and information exchange, and contributing to a quality client service culture where all team members provide a consistently high standard of service to students and staff.
8. Providing training and development to staff working across student assessment activities and support the recruitment and rostering of casual staff.
9. Supporting the development and implementation of student-related policies and procedures relating to student assessment and examination services, in compliance with internal policy and relevant external legislation and guidelines.
10. Maintaining relationships with staff from other universities and institutions, to share information and network, to continually improve the ability to deliver quality services.
11. Providing support to various services throughout the student lifecycle, especially during peak graduation periods, and contribute to the successful delivery of high-quality student administration services.
12. As required, provide support and coverage to the Manager: Exams, Achievement and Graduations.
13. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

1. Completion of a degree /or equivalent combination of relevant experience and/or education/training.
2. Demonstrated experience in managing the provision of support services in a large, diverse and dynamic environment, and to provide advice and recommendation on strategic matters to senior management.
3. Well-developed organisational, planning and administrative skills, including excellent attention to detail and a proven record of managing competing priorities.
4. Demonstrated ability to exercise initiative and independent judgement, establish priorities and manage complex workflows with non-negotiable deadlines.
5. Well-developed problem-solving skills, including the ability to be innovative and creative in providing advice and generating solutions.
6. Ability to provide leadership and contribute to the motivating and coordination of a pool of professionals to deliver customer service excellence and business improvements.
7. Experience in the coordination of operational requirements for large scale events.
8. Well-developed computer literacy skills with ability to use Microsoft Office and related software. Experience in using student information systems and related software such as Exams Manager and Canvas (Desirable).
9. Well-developed communication skills, ability to interact professionally with students and staff at all levels, and experience analysing and preparing complex reports and submissions.
10. Demonstrated commitment to continuous process improvement activities and ability to evaluate administrative systems and procedures and recommend innovative improvements where appropriate.
11. Knowledge of higher education administrative business processes and the ability to interpret and apply relevant policies and procedures would be an advantage.
12. Knowledge and/or experience in the Higher Education Sector (Desirable).
13. Knowledge and/or experience in event management (Desirable).