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| **Position Title** | Exams and Progression Officer |
| **Group/Portfolio** | Deputy Vice Chancellor (Education) / Student Life |
| **Classification** | HEW 6 |
| **Position Number** | 00062352 |
| **Reports To** | Team Leader, Exams and Progression |
| **Employment Type** | Continuing |

## 1.0 Position Purpose

The Exams and Progression Officer reports through the Team Leader, Exams and Progression and is responsible for building strong client relationships with academic and other administrative staff in order to deliver high quality assessment, grade and academic progression services. The Exams and Progression Officer has autonomy within their role and uses complex and specialised system to provide expertise and resolve complex problems for clients. They play a pivotal role in delivering assessment, academic progression and grade services for the University within University-agreed timeframes and ensuring these services are efficient and effective and are aligned with the University’s policies and strategic goals. The Exams and Progression Officer proactively identifies ways to enhance, streamline and automate processes and seeks to improve the student experience.

## 2.0 Eligibility Requirements

* Completion of a degree with subsequent relevant experience in a tertiary student administration environment; or an equivalent combination of relevant experience and/or education/training.

## 3.0 Key Responsibilities

* Prioritise key tasks and negotiate with diverse groups to resolve complex assessment, grade and academic progression related matters that support the University’s strategic objectives and achieve positive student outcomes.
* Support and actively contribute to the effective organisation and delivery of high stakes centrally run exams, both in-person and online, including exam requirements, exam paper production and secure storage, exam timetabling and venue allocation, use of online exam technology, provision of exam materials and proctoring.
* Work collaboratively with the Student Disability and Accessibility team to deliver alternative exam arrangements for students with accessibility requirements, including in-trimester and end of trimester assessment.
* Under the direction of the Student Integrity team, escalate suspected misconduct incidents and process final academic and student misconduct decisions.
* Manage, train and supervise proctors and casual staff employed during peak periods.
* Undertake the processing of assessment applications, including providing expert guidance and support to students and academic staff through the application process.
* Coordinate the finalisation of results and publication of grades with high-level efficiency and accuracy.
* Work collaboratively with Academic Groups, the Student Integrity team and other internal stakeholders to coordinate and administer academic progression rounds across various teaching periods.
* Develop a detailed knowledge in the operation and use of complex systems used for the management of assessment, grades and student progression.
* Provide policy and procedural advice, training and support to academic and administrative staff in relation to assessment, grade and student progression processes and systems.
* Build effective professional relationships and facilitate effective communication both within Student Business Services and with clients, internal and external to the University.
* Proactively contribute to the continuous improvement and automation of processes and procedures managed by the Exams team and participate in and contribute towards Student Business Services projects as appropriate.
* Other duties as directed by the Team Leader, Exams and Progression or Manager, Exams and Progression.
* Promote compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
* Be a leading example of the principles and values embodied in the University’s Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

## 4.0 Key Capabilities

Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates’ success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).