POSITION DESCRIPTION

Team Leader, Exams & Case Review

Position Level | 7
Faculty/Division | DVC-Academic
Position Number | ADMIN ONLY
Original document creation | October 2020

Position Summary

The Team Leader, Exams & Case Review team will take an active role across the Examinations and Case Review team. They will jointly focus on case managing complex matters relating to fee remission applications, special consideration applications, verification of admission credentials, planning centrally managed exams combined with taking a lead role in the ongoing development of a campus wide online assessment tool.

This role will utilise their knowledge and expertise to work across all aspects of the student lifecycle and will require the use of applications including SiMS, CRM and/or online assessment tools.

The role of the Team Leader, Exams & Case Review reports to the Manager, Exams & Case Review and assists with the supervision of 8 Administrative Officers.

Accountabilities

Specific accountabilities for this role include:

- Case management of special consideration applications, fee remission applications and admissions verifications.
- Monitor, track and report on the status of applications and ensure applications are being processed within the agreed service level agreements.
- Provide a high level of proactive support to the UNSW Digital Assessment Project team and stakeholders.
- Take a proactive role in the ongoing development of a UNSW online assessment tool and assist with the staged implementation.
- Assess and manage risks and issues associated with the UNSW Online Assessment tool and special consideration portal and provide solutions where possible.
- Oversight of the planning and scheduling of end of term exams and supplementary exams, both invigilated and online.
• Coordinate and recommend enhancements of the special consideration portal; CRM and Online Assessment tool to continually improve these systems to improve process and the student experience.

• Manage workflows within the administrative team, planning for peak periods and provide guidance and training to the administrators and other relevant staff.

• Provide regular statistics and analysis on examinations, special considerations, fee remissions and admissions verifications and make recommendations for improvement to process and UNSW policy.

• Maintain a thorough knowledge of and be able to interpret, Government policy and legislation and UNSW policy and procedures, specifically in relation to assessment, examinations and fee remission.

• Develop and manage relationships with key stakeholders such as academic and professional staff across the University, so that policies, procedures and processes can be effectively managed and enhanced.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

Skills and Experience

• A relevant Tertiary qualification with relevant experience or an equivalent level of knowledge gained through other education, training and/or experience.

• Highly proficient computer literacy with experience in using a CRM system and/or online assessment tools.

• Demonstrated ability to supervise, influence and guide staff.

• Proven ability in interpreting and applying Government Legislation and UNSW policy and procedures.

• Excellent time management and organisational skills, and the ability to work well under pressure and manage multiple tasks with competing deadlines.

• Proven ability to exercise initiative, think strategically and creatively, and adopt an active approach to problem-solving.

• Experience in case managing complex and sensitive matters.

• Proven experience in effectively managing difficult situations, including the escalation of stakeholder complaints.

• Highly advanced interpersonal, written and oral communication skills, with the ability to liaise at all levels and with people from diverse backgrounds and cultures.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.