Timetabling and Exams 
Operations Manager

Full time (35 hrs/wk), permanent
Based central Reading, Berkshire
Salary range £24,000 – £25,000 FTE pa plus benefits

We're looking for a highly organised and detailed oriented individual to manage our timetabling and exams team, ensuring processes and procedures are always geared towards ensuring student success!

University College of Estate Management (UCEM) is the leading provider of supported online education for the Built Environment. Currently celebrating our 100th year as an institution, we have a wealth of history and experience in providing the highest quality learning opportunities. At any one time, we have over 3,500 students from more than 100 countries benefiting from our qualifications. UCEM helps to enhance Built Environment professional careers through our accredited property-related and construction programmes, offered at Postgraduate, Undergraduate and Apprenticeship levels. Our centenary year has inspired our new vision to be the Centre of Excellence for Built Environment Education, appropriately abbreviated ‘CX’ to help us look to the future and lead our strategy for the next 10 years. This is all to achieve our core purpose of providing accessible, relevant and cost-effective online education, producing leading talent for a better Built Environment.

This is a fantastic opportunity to work within the Student Experience department that provides support and guidance to students from initial application through to their award. This role sits in the Academic Registry – Timetabling and Exams Operations Team and involves working closely with the Education – Learning and Teaching department.

Within this role you will be responsible for planning and delivering an effective academic timetable, as well as oversee the arrangements for worldwide examinations and apprentice workshops in the UK. Your responsibilities will also include ensuring costs for exams and workshops are within budget, and ensuring processes and procedures are compliant with QAA quality code and other regulatory requirements. Managing and working in a busy and lively team, you will manage and contribute to the teams’ continuous improvement ethos by proactively implementing process improvements to drive efficiencies to improve the student experience.

Key qualities we’re looking for include:

- Minimum C grade GCSE English and Maths (or equivalent)
- Previous office/admin experience relating to customer service
- Experience using a database as part of your role
- Impeccable attention to detail
- Commitment to quality and following process/procedure
- Strong communication skills with a focus on providing excellent customer service
- Ability to prioritise a diverse and demanding workload
- Adept IT ability, able and willing to adapt to new technologies
- Ability to remain calm and maintain accuracy when under pressure

Further or higher education qualifications and experience in a supervisory or management is desirable but not essential for this post.

At UCEM we expect all our employees to demonstrate our values: Passion, Integrity, Excellence and Support.

JOB SPECIFICATION
We have a very detailed job specification for this role so please, before applying, take a look: www.ucem.ac.uk/jobs
INFORMAL DISCUSSION
For an informal discussion about the role please contact Montanna Banks on 0118 9214 4616 or m.banks@ucem.ac.uk alternatively contact the HR team on 0118 467 2243 / 7051 or recruitment@ucem.ac.uk

APPLICATION DETAILS
To apply please send your CV, covering letter, and Recruitment Check Form to recruitment@ucem.ac.uk

CLOSING DATE
Wednesday 8 May 2019 at 12 noon

Please note, applications may be reviewed as and when they are received, so you may be invited to interview ahead of the closing date.

SAFEGUARDING CHECK
Please note any appointment to this post is conditional upon and subject to an enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS), which will also include a check of the DBS Barred Lists.

NOTE TO AGENCIES
We do not use agencies as part of our recruitment process. We politely ask that you respect this decision and do not call our offices on seeing this advertisement; if you do, the same message will be repeated to you. Thank you for your co-operation.