

# NCUK

THE UNIVERSITY CONSORTIUM

## **Assessment Delivery Manager**

Candidate Information Pack

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# ADVERT AND HOW TO APPLY

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**Role: Assessment Delivery Manager**

**Type: Permanent contract**

**Starting Salary: £28,000 - £32,000**

**Location: Manchester Office / Remote**

An exciting opportunity has arisen for someone to take the next step in their career by joining NCUK. As an Assessment Delivery Manager, you will join our Academic team, managing assessment (logistics, marking, moderation, results processing and digital assessment platform) operations and services. You will manage the development, maintenance and review of the delivery of high-quality assessment operations and services and contribute to our commercial success for our qualifications. We are keen to strengthen our online assessment delivery capability and your application will clearly highlight your experience in the area of managing assessment assessments via different methods (eg. online, paper-based, distance learning).

NCUK is a unique organisation, founded by UK universities to provide overseas students with guaranteed access to universities through our pathway programmes. More than 30,000 students have successfully progressed to UK Universities by completing NCUK programmes. Our qualifications combine the highest of academic standards with exceptional language, study and cultural skills, and are currently delivered in 19 different countries across four continents. NCUK is a trading subsidiary of the Northern Consortium, a registered educational charity.

We offer a friendly working environment and excellent benefits, including at least 35 days' holiday and pension contributions of up to 8% of salary. This role will generally be based remotely, but you will also be required to visit our Head Office in central Manchester according to business need. There may be occasional overseas travel.

## How to apply

Please apply by submitting your CV to [vacancies@ncuk.ac.uk](mailto:vacancies@ncuk.ac.uk) with a short covering message highlighting how your experience and skills meet the requirements of the job description and person specification. In particular, please state clearly your experience in managing the delivery of assessments via different methods (eg. online, paper-based, distance learning). Your CV should be in Microsoft Word or PDF format.

**Application deadline: Midnight on 24 November 2021**

We encourage you to apply early as we reserve the right to close the vacancy if sufficient applications are received before the closing date.

# ABOUT NCUK

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## What we do

NCUK develops and maintains academic qualifications that prepare students for entry to university. The company also provides university application support services which assists NCUK students in progressing to university following the completion of their course.

NCUK franchises delivery of its academic qualifications to delivery partners, and we currently have over 80 delivery partners across 34 countries. NCUK's Delivery Partners have an average of around 30 students and our largest partnership, the Sino British College (SBC) in Shanghai, has over 1500 students registered on NCUK pathway programmes.

NCUK currently has delivery partners in the following countries:

- Algeria
- Azerbaijan
- China
- Colombia
- Cyprus
- Ghana
- Hong Kong
- Hungary
- India
- Indonesia
- Ireland
- Japan
- Kenya
- Kuwait
- Madagascar
- Malaysia
- Malta
- Mexico
- Morocco
- Myanmar
- Nigeria
- Pakistan
- Peru
- Qatar
- South Africa
- South Korea
- Taiwan
- Thailand
- Turkey
- Ukraine
- United Kingdom
- Uzbekistan
- Vietnam
- Zimbabwe

## Academic Pathway Programmes

NCUK currently offers three pathway programmes:

- The NCUK International Foundation Year (IFY) is a modular qualification that prepares students for first-year entry to a wide range of bachelor degree courses. Students take a combination of three modules appropriate for their intended degree course and one of NCUK English for Academic Purposes for proof of English where needed.
- The NCUK International Year One programmes (IYOne) in Business, Engineering and Law are first year undergraduate degree level equivalent programmes that articulate into the second year of selected undergraduate degree courses at NCUK Universities. The IYOne can be combined with the IFY to form a 2+2 study programme.
- The NCUK Pre Masters Programme (PMP) provides specialised English for Academic Purposes (EAP) training and an introduction to the research skills needed for success at Masters level.

## History of the Northern Consortium and current group structure

The Northern Consortium was created in 1987 by a set of northern UK universities to collaborate in the delivery of educational programmes on a transnational basis, and to support the progression or 'placement' of students from those programmes into UK universities. The Consortium operated initially as a department of UMIST, and was active predominantly in Malaysia.

The founding universities established a Charity in 1993 with the charitable purpose of the advancement of education.

In 1999 the Northern Consortium became active in China and, in 2003, established a wholly-owned operating subsidiary, NCUK, to support its commercial operations.

That structure: a Charity founded by UK universities, with a wholly-owned operating subsidiary, remains today. Within the Group:

- The Northern Consortium is responsible for fulfilling its charitable objects and public interest obligations. It does this both directly (through, for example, the provision of scholarships) and indirectly (through the operation of NCUK in delivering educational programmes);
- NCUK operates commercially both to fulfil the charitable objects and public interest obligations of the Northern Consortium, and to raise funds for the Northern Consortium.

Since 1987, the Northern Consortium and NCUK have supported over 35,000 students in their progression to a UK university.

## NCUK Universities

NCUK has developed strong relationships with a number of universities, including 10 founder members of the Northern Consortium as well as additional universities in the UK, Australia, New Zealand, Canada and the USA. These NCUK Universities are the primary progression destinations for students completing NCUK qualifications:

- Adelphi University
- University of Alberta
- Aston University
- The University of Auckland
- Auckland University of Technology (AUT)
- University of Birmingham
- University of Bradford
- University of Bristol
- Brunel University London
- California State University, Monterey Bay
- University of Canterbury
- Cardiff University
- UCLan – University of Central Lancashire
- University of Exeter
- University of Huddersfield
- Keele University
- University of Kent
- Kingston University London
- Lancaster University
- Liverpool Hope University
- Liverpool John Moores University
- The University of Manchester
- Manchester Metropolitan University
- Massey University
- The University of Newcastle, Australia
- University of New South Wales
- University of Otago
- Queen Mary University of London
- RMIT University
- Robert Gordon University
- University of Salford
- The University of Sheffield
- Sheffield Hallam University
- University of South Australia
- University of Southampton Malaysia
- St. George's University
- State University of New York (SUNY) at Oswego
- Swinburne University of Technology

- University of Leeds
- Leeds Beckett University
- Lincoln University
- Victoria University of Wellington
- University of Waikato
- The University of Western Australia

In addition to these universities further agreements are in place with other international universities.

## **NCUK Staff**

NCUK employs a team of approximately 40 permanent staff and buys in services from around 75 external contractors, particularly for academic development and examination activities.

Most of the staff team is based in the UK, predominantly in Manchester, with a small team based in a representative office in Beijing, China.

# JOB DESCRIPTION

<b>Job Title</b>	<b>Assessment Delivery Manager</b>
<b>Location</b>	<b>Remote and Manchester, UK</b>
<b>Directorate</b>	<b>Academic</b>
<b>Reports To</b>	<b>Head of Assessment Delivery</b>

<b>Job Purpose</b>
To manage NCUK's assessment (logistics, marking, moderation, results processing and digital assessment platform) operations and services. To support the development, maintenance and review of the delivery of high-quality assessment operations and services. To contribute to the commercial success of NCUK.

<b>Key Responsibilities and Accountabilities</b>	
1	To support delivery of the Academic Operations strategy and related success measures and KPIs
2	To support delivery of the Assessments Strategy and related success measures and KPIs
3	To develop and manage procedures, and processes to deliver all aspects of NCUK's assessment operations, services and systems including digital assessment.
4	To work with other staff to assess the demand for new or modified assessments services and to develop and assess 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 develop and deliver information, data, presentations and other training materials that support delivery partners and their students in all aspects of assessment operations.
7	To manage the assessment writing and delivery cycle to include but not limited to: <ul style="list-style-type: none"> <li>- Appointment of consultants e.g. assessment developers, paper reviewers, Principal Assessors</li> <li>- Coordination and tracking of assessment writing</li> <li>- Formatting, Proofing and finalizing of assessments for all delivery models</li> </ul>
8	To manage centre marking and moderation operations to include but not limited to: <ul style="list-style-type: none"> <li>- Appointment of moderators and Chief moderators</li> <li>- Production and delivery of assessments materials (paper and digital)</li> </ul>

	<ul style="list-style-type: none"> <li>- Moderation reports from production to release to centre support</li> <li>- Production of final marks for import to relevant computer systems</li> <li>- Any arising issues associated with moderation and liaise with the centre support and quality assurance teams where necessary</li> <li>- The communication with moderators during and post moderation</li> <li>- The reporting of Exam Board outcomes to relevant stakeholders</li> </ul>
9	To work with other staff to develop, maintain and communicate schedules of assessment operations to delivery partners, learners, Universities and NCUK staff
10	To contribute to the appointment of third parties and other contract staff associated with assessment operations
11	To track expenditure and ensure compliance with the budget for assessment operations and support finance as appropriate
12	To contribute to the maintenance and development of programmes and qualifications, especially with regard to assessment operations requirements and costs
13	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.
14	Keep up to date and be aware of major developments in assessment operations methods, initiatives and any appropriate regulatory frameworks
15	Continually improve workflows and processes within both the Assessment department and Academic Operations department
16	Participate in the Regional Centres Group
17	To supervise the day to day work of junior staff as required
18	Line management responsibilities as required including but not limited to the delivery of appraisals and performance reviews
19	Other academic management duties as and when requested including deputising for the Head of Assessment Delivery

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.

# PERSON SPECIFICATION

Qualifications	Essential (✓)	Desirable (✓)
Degree qualification or equivalent or relevant work experience or study equivalent to the level of NCUK programmes	✓	
Experience	Essential (✓)	Desirable (✓)
Senior administration in tertiary education e.g. College, University or an institution which delivers Higher Education or Further Education qualifications.	✓	
Logistics of assessment delivery and/or results handling,	✓	
Working with academic staff across all levels	✓	
Understanding of some of the subjects covered by the qualifications	✓	
Supporting international students	✓	
Supporting external delivery partners		✓
Skills/Knowledge	Essential (✓)	Desirable (✓)
Digital delivery of education		✓
International delivery of UK programmes and qualifications		✓
Good working knowledge of MS Excel, PowerPoint and Word	✓	
Excellent verbal and written communication	✓	
Customer services	✓	
Delivering training	✓	
Developing relationships	✓	
Team working	✓	
Presentation skills	✓	
Ability to interpret quantitative and qualitative data and produce concise reports	✓	

Problem analysis and solving	✓	
Self-management	✓	
Culturally appropriate communicator	✓	
Fluency in English	✓	
Management of external contractors and internal operations		✓
Ability to manage multiple tasks through effective planning, scheduling and time management	✓	
Decisive and able to take responsibility for agreed outcomes	✓	
<b>Personal Styles or Qualities</b>	<b>Essential (✓)</b>	<b>Desirable (✓)</b>
Commercial acumen	✓	
Self-motivated & enthusiastic	✓	
Ability to manage and motivate a team	✓	
Adaptable	✓	
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.

# VISION, MISSION, VALUES

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## OUR VISION

To be the outstanding provider of University pathway programmes and placement services

## OUR MISSION

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

## 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.