

JOB DESCRIPTION

Job Title	Assessment Manager
Department	Propertymark Qualifications
Responsible For	N/A
Job Grade	Grade 5
Salary Range	From £25k - £37k
Reports to	Head of Propertymark Qualifications

Job Purpose:

The post holder will be responsible for and effectively manage assessment and awarding processes for a range of products/services, working effectively across the business and with external contractors to ensure the efficient production of high-quality assessment materials, their review and continuous improvement and determine and manage related internal and external quality assurance requirements.

The post holder will manage the enrolment and certification processes for learners and approval of assessment venues for their suite of products.

Main Duties and Responsibilities:

- Commission the development of assessment materials (question papers, end-point assessment materials etc) and mark schemes from technical experts
- Manage the assessment development process and production of assigned assessment material to ensure timely, complete and accurate delivery, in accordance with agreed processes, setting delivery schedules for and managing the development of assessment materials to ensure materials are produced and delivered to agreed published dates
- Recruit, develop, train and quality assure technical experts and external assessment personnel on the correct processes for assessment production, including the application of assessment principles and house style.
- Monitor and appraise the performance of technical experts/examiners/assessors
- Work with Quality Co-ordinator to maintain external assessment team, ensuring capacity and timely contract renewal
- Work with the Head of Propertymark Qualifications/Assessment Managers to review, propose and agree external assessment team fees with periodic reviews
- Manage the collation and analysis of reports from examiners/assessors on the performance of their assessment; provide statistics and analysis for Awarding/Subject/Assessment Board meetings.
- Lead, manage and facilitate the subject board and standardisation meetings.
- Create (edit, typeset and proofread) assessment and promotional materials in accordance with agreed processes, ensuring house style and assessment principles are applied
- Manage transfer of relevant assessment materials with third party suppliers and internal systems, taking responsibility for their accuracy and timely delivery

- Fully manage the process for raising and resolving editorial queries with appropriate technical experts in accordance with agreed processes, acting with initiative to ensure accuracy and legislative compliance and timely production of assessment materials
- Identify, log and investigate potential assessment incidents working with the Assessment and Quality Co-ordinators to agree actions and outcomes, ensuring timely resolution of internal/external customer queries. Liaise with the Chief Examiner(s)/Assessor(s) to ensure that assessments meet the required standard
- Lead, manage and facilitate the moderation committee process and its members to ensure that assessments are reliable and valid, working with external assessment teams and assessment and quality colleagues
- Ensure a timely resolution of internal/external customer queries, in line with PMQ's published policies, standard operating procedures and service level agreements
- Keep all assessment and related quality documentation up to date and compliant with regulatory requirements
- Create, review and implement fit for purpose operating procedures and contribute to streamlining and refining processes relating to assessment, quality assurance and delivery
- Support the development of a provider network for products and services
- Represent PMQ with external stakeholders, customers, providing input at conferences and events as required and in support of the centre/provider approval processes, acting as an ambassador for Propertymark Qualifications. Both internally and externally
- First-line support of the Quality and Assessment Co-ordinators and Administrative Assistant in performance of their duties, taking responsibility for actions and decisions required
- Any other duties in line with the level of responsibility, dependent upon business priorities.

Key working relationships:

- Head of Propertymark Qualifications
- Assessment Manager
- Assessment Co-ordinator
- Quality Co-ordinator
- Administration Assistant
- Other Propertymark departments

Job Requirement / Skills

- Experience in an awarding organisation or related environment with demonstrable understanding and experience of development and delivery of a range of assessment methodologies and operational processes
- Experience of working in a policy-driven, regulatory environment.
- Excellent organisational skills with an ability to plan and prioritise a heavy workload under own initiative to meet deadlines.
- Possessing the ability to define problems, collect data, establish facts and draw valid conclusions and recommend appropriate solutions
- Accuracy and an eye for detail
- Excellent communication skills (both oral and written) in order to build relationships with and influence a variety of internal and external stakeholders.
- Able to quickly establish credibility and authority amongst sector and education professionals and administrative staff both within and external to PMQ.

propertymark

- Good understanding of awarding body specific systems and ability to adapt to different IT systems, including management of data on regulatory portals
- Possessing an open and collaborative working style; a team player and comfortable in a dynamic environment and managing services from external partners
- Able to share and challenge ideas, solve problems and create solutions.
- Sound project management skills; being able to demonstrate responsibility and the ability to push projects over the finish line with sound planning and persistent execution; understanding how to align limited resources and manage others to achieve the desired results.
- Energy and enthusiasm; enjoying accountability and willing to hold others to account.

Education / Experience:

- Educated to degree level or equivalent
- Regulatory compliance and assessment practice, preferably within an awarding or educational environment
- ETF recommended Assessment and Guidance qualifications or equivalent
- Awarding Body specific software and operational systems, including regulatory portals and learner/assessor management systems
- Business development in an education setting
- Property sector knowledge and understanding and/or education/training and assessment experience.