**Job Description:**

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| **Post:** | Examinations Assistant  |
| **Salary Grade:** | Grade 3 Spine Point 11 (fixed point) £21,294.42 p.a. FTE  |
| **Responsible to:** | Examinations Officer |
| **Responsible for:** |  |

**Key Purpose:**

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| **1** | To process information to support the examination function of the organisation. |
| **2** | To support the planning, running and organisation of examinations in the College. |

**Key Responsibilities and Accountabilities:**

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| **A** | Process and list examinations entries using the computerised system. Make entries and submit to awarding bodies using EDI and on-line. Ensure that all entries are made correctly and meet external deadlines. |
| **B** | Process Access Arrangements to within the regulations set by JCQ or specific awarding bodies, ensuring that external deadlines are met and enter these arrangements onto timetable. |
| **C** | Liaise with candidates, parents, additional support and other college staff as necessary regarding all exam matters and arrangements. This will include holding some difficult conversations and having to explain complicated awarding body legislation. |
| **D** | Support invigilators with the setting up of examination rooms both on and off site for students, including those with access arrangements, ensuring that all examination requirements are in place where necessary. |
| **E** | Set up examination rooms for on-line examinations and printing/uploading these results and dispatching to students and course managers. |
| **F** | Support examinations by receiving and checking exam papers prior to each exam and upon completion, parcelling up scripts, checking attendance registers and arranging collections in accordance with regulations. |
| **G** | Notify candidates of statement of entries, results and prepare and dispatch certificates throughout the year. |
| **H** | Record results accurately and enter these onto the college system, liaising with MIS and curriculum staff when needed. |
| **I** | Word process general correspondence concerning examinations including letters and notifications. Set up spreadsheets and send e-mails. |
| **J** | Carry out such other duties within the college as are assigned by the Examinations Officers and/or Director of MIS & Business Processes that are commensurate with the grade of the post. |
| **K** | The post holder would also be expected to undertake additional hours during the main examination periods, i.e. May and June, and other times when essential for which time off in lieu or payment would be made. |
| **L** | To attend other campuses where necessary for training or to assist other colleagues. |

**Cross-College Responsibilities and Accountabilities:**

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| **1** | Participate in Performance Management and professional development activities as required. |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibility for health and safety. |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Support the College’s quality initiatives, promoting the values of the College and ensuring that outputs meet quality standards. |
| **6** | Provide the best possible service to customers (both internal and external) in line with College standards. |

This job description is current as at the date shown below. In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

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|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** |
|  | English and Mathematics to at least level 2 | x |  |
|  | At least 2 years administrative experience |  | x |
|  | Customer service qualification or relevant experience |  | x |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING** |  |  |
|  | Substantial experience of working with databases and/or data entry systems | x |  |
|  | Previous experience of working within an educational environment and understanding FE Curriculum  |  | x |
|  | Experience of using Microsoft Office applications (in particular Excel & Word)  | x |  |
|  | Ability to maintain confidentiality at all times and maintain data security. | x |  |
|  | Understanding of different types of FE qualifications and how they are assessed. |  | x |
|  | **SKILLS & ATTRIBUTES** |  |  |
|  | Excellent attention to detail | x |  |
|  | Ability to take the initiative and be proactive |  | x |
|  | Excellent communication skills with a clear customer focus | x |  |
|  | Excellent customer service skills | x |  |
|  | Ability to work effectively as a member of a team | x |  |
|  | A systematic style that focuses on service quality and efficiency | x  |  |
|  | Willingness and ability to undertake training needed to fulfil the changing requirements of the post  | x |  |
|  | Resilient, positive and of professional appearance | x |  |
|  | Experience in Examinations |  | x |