



## **JOB DESCRIPTION**

**POST:** Exams Manager

**RESPONSIBLE TO:** Director of MIS and Planning

**JOB PURPOSE:** Manage effective planning and delivery of examination processes including providing accurate, timely and effective information, communication and reporting.

Ensure that exams and assessments are conducted in adherence to regulations set by JCQ (Joint Council for Qualifications) and awarding bodies.

Enforce adherence to the current exam awarding body regulations, disseminate training to your team and advise curriculum of any changes that may affect the operations of their assessments.

Lead delivery of invigilation training to casual staff and wider college staff.

Liaise with MIS, curriculum teams and subcontracting partners to manage learner data and exam processes.

## **SPECIFIC DUTIES:**

1. Take the management lead in planning and the operational running of examinations and controlled assessments across all 3 sites of the college group. This includes collaborating with multiple teams across the college to; schedule the exam timetable, allocate the necessary resources such as rooms and IT equipment, plan for any access arrangements, source and train invigilators, and communicate exam timetables to learners and colleagues.
2. Responsible for enforcing that exams and controlled assessments are conducted in adherence to the regulations as specified by the Joint Council for Qualifications (JCQ) and any awarding body specific requirements. Be proactive in keeping up to date with awarding bodies' changing requirements and disseminate information to the Exams Team and wider curriculum teams, as applicable.



3. Manage the regular inspections from JCQ and ensure that the exams team are also sufficiently trained to participate in these across all campuses. Report any findings to college management, along with making recommendations to improve adherence.
4. Supervise arrangements for the safe and secure receipt, checking, storing, distributing and returning of examination papers and materials.
5. Deliver training and guidance on the application of awarding body regulations, in relation to incidents that may occur during exams or assessments.
6. Collaborate with the Learning Support team to implement appropriate access arrangements and reasonable adjustments, as required by learners.
7. Recruit, train, and manage a bank of invigilators.
8. Performance manage, develop, train and appraise designated staff to ensure they receive appropriate guidance, support and leadership to work effectively. Train colleagues from across the college to support with invigilation.
9. Take a proactive lead in improving ways of working in relation to exams, whether that be through sourcing and implementing new technologies, improving processes to meet evolving college needs, or being innovative in how the exams team use existing resources. This may include writing business cases to request funding, presenting new processes or training colleagues on changes to ways of working.
10. Be responsible for managing any unexpected issues or emergencies that arise during an examination session. Keeping College Leadership informed of such incidents and submitting written reports to examining bodies, as required
11. Manage the receipt and processing of exam results, ensuring security and confidentiality are maintained. Supervise the communication of results to learners on results day, and the reporting of results to stakeholders. Arrange receipt and distribution of examination certificates to candidates.
12. Review and develop college policies in relation to examinations.
13. To have excellent attention to detail and interpersonal skills. Strive to provide a comprehensive and customer focused service for internal and external customers in relation to examinations.
14. Ensure student record systems (ProSolution) and other external data management systems are kept up to date in relation to exam registrations, results and achievements, in a timely manner to meet deadlines.
15. To work flexibly and support the college with College-wide events, which may take place outside of usual working hours e.g. Open Events, Enrolling Events and Exams.

## **GENERAL DUTIES**

1. Actively promote and market the College and present a positive image of the College and its activities both within and outside the College environment.
2. Ensure the quality standards and performance measures applying to the work of the section are met and facilitate continuous improvements in all aspects of the post.
3. Undergo any self-development and training as necessary for success in the role.
4. Carry out any duties at all times in accordance with the College's policies including Equality and Diversity and Health and Safety Policies.
5. Incorporate into the role the philosophy, values and behaviour stated in the College mission and Strategic plan.
6. Be aware of and maintain within the College the College's approach to security and discipline.
7. Undertake any other responsibilities commensurate with the grade of the post, which the Principal or their senior management representative may from time to time require.
8. The post will be based at one of the College campuses, but the duties of the job will require the post holder to work at any College campus or other location connected with the work of the College. Travel between the College main campuses will form a requisite part of this post.

**CONDITIONS OF SERVICE:** Management Contract

**LOCATION:** Primarily Aylesbury Campus, with frequent travel to Wycombe and Amersham campuses

**STAFF SUPERVISED:** Exams Campus Lead x2  
Exams Officers x4  
Bank of Casual Invigilators

This job description is a guide to the work that you will initially be required to undertake. It may be changed from time to time, in consultation with you, to meet changing circumstances. It does not form part of your contract of employment.

April 2024

**PERSON SPECIFICATION**

**SECTION: MIS**

**POST TITLE: Exams Manager**

		<b>E</b>	<b>D</b>
<b>Education/ Qualification</b>	To be qualified to at least to Level 3 Have significant experience with Excel, Word, Teams	√ √	
<b>Knowledge</b>	Knowledge of JCQ exam regulations Knowledge of Examination bodies Comprehensive awareness of post-16 qualification types Ability to prepare and interpret data summaries General knowledge of office procedures and administration Good knowledge of customer service strategies Safeguarding Children and Young People (every Child Matters) and Vulnerable Adults	√ √ √ √ √ √ √	
<b>Experience</b>	Exam management within education Experience of planning large events, such as exams, with a high number of students, staff and resources IT proficiency to a high level Experience of working with a Management Information System or database Management of teams including performance management Working to tight deadlines and targets Excellent administration/data input experience	√ √ √ √ √ √ √	
<b>Skills</b>	Able to plan multiple events simultaneously Time and resource management Computer literate, including proficiency in the use of Excel A high level of attention to detail Good communication skills to present information clearly, including ability to deliver training Desire to promote and deliver outstanding customer care to all types of customers (internal and external) Ability to problem solve Methodical and organised approach to work	√ √ √ √ √ √ √ √	
<b>Other Specific Qualities</b>	Work flexibly under pressure and to tight deadlines Innovative and creative, particularly in relation to efficient process improvement Ability to maintain confidentiality Demonstrable commitment to Equality & Diversity, Child Protection, Safeguarding and Prevent showing a desire to challenge inequality & promote diversity and adhere to College Policies and Procedures	√ √ √ √	

	Understanding of the importance of teamwork and commitment to work effectively within the team		
<b>Personality/ Motivation</b>	Proactive with a good level of self-motivation	√	
	Excellent interpersonal skills	√	
	Enthusiasm and commitment to achieve and support continuous improvement across your team	√	
	Calm under pressure, in the event of an unexpected incident	√	
<b>Circumstances</b>	Able to work additional hours, as necessary, to support exams and other college-wide activities	√	
<b>Other</b>	Enhanced DBS (Disclosure & Barring Service) check will be required	√	

E – Essential

D - Desirable