

**Job Description:**

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| **Post:** | Examinations Officer – Alton Campus |
| **Salary Grade:** | £26,261 per annum |
| **Responsible to:** | Head of MIS & Exams |
| **Responsible for:** | Examination Assistants x 1 |

**Key Purpose:**

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| **1** | Manage the delivery of the College examination programme for the Alton Campus, including recording of all results from examinations and other forms of assessment. |
| **2** | The post-holder is expected to have a good knowledge of the procedures and arrangements for all examination boards across all campuses. |

**Key Responsibilities and Accountabilities:**

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| **A** | Coordinate the delivery of the College internal and external examinations programme throughout the year. This includes:   * the production of College examination entry forms, instructions to candidates and invigilators * the compilation of examinations timetables, liaison with curriculum areas and examination boards concerning clashes and access arrangements * the recording, receipt and secure custody of examination papers * the allocation of examination rooms * the issue of examination papers; receiving and checking completed scripts and despatch of completed scripts; recording all issues and despatches. * the allocation and training of invigilators. |
| **B** | Manage the day to day work of the Examination Assistant to ensure that:   * Enquiries from examination boards, students, staff and the general public are dealt with. * Examination entries and results are processed electronically in line with internal and external deadlines * Information for candidates, results notification and certificates are processed and distributed. |
| **C** | Submit examinations information to awarding bodies electronically and download results prior to distribution. |
| **D** | Deal with enquiries from examination boards, students and general public both in person and on the telephone. Liaise with Head of MIS and Exams to ensure complaints are dealt with in a timely manner. |
| **E** | Ensure examinations are carried out in line with regulations, including:   * Oversee set up of examination rooms throughout the year. * Organise the work of Invigilators * Ensure access arrangements for students are met * Ensure papers are despatched. |
| **F** | Liaise with the wider MIS team and IT Services to ensure exams systems and processes meet the needs of the organisation. |
| **G** | Attend all campuses on an occasional basis and liaise with the other Examination Officers to further best practice and knowledge sharing for the whole college. |
| **H** | To carry out other duties commensurate with the role, as directed by the Head of MIS and Exams / Vice Principal Resources. |
| **I** | The post-holder would also be expected to undertake additional hours during the main examination periods. |

**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 |  |
|  | Educated to advanced level or equivalent plus at least two years’ experience in a similar position | x |  |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING** |  |  |
|  | Experience of managing examinations function in an educational environment. | x |  |
|  | A strong understanding of JCQ Examination regulations. | x |  |
|  | Experience with administering and supporting online assessments |  | x |
|  | Previous experience of working within an educational environment and understanding FE Curriculum | x |  |
|  | Experience of using a student records system (Unit-e or equivalent) to manage examination planning, timetabling and results | x |  |
|  | Knowledge of Further Education quality measures |  | x |
|  | Experience of using Microsoft Office applications | x |  |
|  | Experience of line-managing staff and managing their workload |  | x |
|  | Experience of explaining technical matters to non-technical personnel | x |  |
|  | Understanding of different types of FE Qualifications and how they are delivered |  | x |
|  | **SKILLS & ATTRIBUTES** |  |  |
|  | Excellent attention to detail | x |  |
|  | Ability to take the initiative and be proactive | x |  |
|  | Excellent problem-solving skills | x |  |
|  | Ability to plan and organise a varied and demanding workload under one’s own initiative | x |  |
|  | Ability to innovate and initiate new working practices in order to improve service provision |  | X |
|  | Excellent communication skills and customer focussed | x |  |
|  | Excellent customer service skills | x |  |
|  | Ability to motivate, empathise with and inspire others and to lead by example through excellent written and verbal communication skills | 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 |  |
|  | Ability to co-ordinate the work of the team | x |  |
|  | Ability to liaise with colleague’s cross- college to support good working practice & maintain the integrity of the examinations data | x |  |
|  | Resilient, positive and of professional appearance | x |  |