**Job Description**

*(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).*

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| **Post Title:** | Exams Coordinator |
| **Post Reference:** | xxxx |
| **Reports to** | Head of Exams |
| **Department** | Exams |
| **Grade** | 018 - 020 |
| **Contract** | Support |
| **Location** | Any College Campus |

### ROLE PURPOSE

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| * To undertake a range of college-wide exam administration, including achievement inputting, for a number of awarding bodies under the centralised Exams Team. * To be responsible for the administration and organisation of all aspects of external examinations in accordance with the regulations laid down by the awarding organisations. |

### KEY ACCOUNTABILITIES

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| * Co-ordinate the college-wide exam administration for a number of awarding bodies including registration of students, processing exam entries, inputting of achievement and distribution of results and certificates. * In conjunction with the Head of Exams, work on the development and maintenance of guidance materials for Exams Team members and curriculum staff for operational purposes and for the promotion of a high level of customer service and a greater understanding of the requirements of awarding bodies and the Exams service. * Prepare, collate and process examination and assessment entries in accordance with awarding body and college regulations and deadlines. * Take a pro-active approach in the recording, tracking and investigating of outstanding college achievement for the relevant awarding bodies in order to meet ILR deadlines, to maximise college pass rates, achievement funding and to contribute to the Exams Team Key Performance Indicators. * Maintain precise and up-to-date information regarding the scheduling of examinations to ensure that deadlines are adhered to. * Work closely with appropriate curriculum managers and programme leaders regarding the team’s examination, registration and assessment requirements and ensure that requirements are met. * Preparation of examination packs and supervision of invigilator staff * Despatching of exam scripts and student assessment materials as required. * Check all student registration and entry data for follow up and resolving any queries. * Comply with awarding body and college requirements in the handling and secure storage of examination materials. * Receive and distribute candidates’ results and certificates within the Exams Team Service   Standards agreement and resolve issues that may arise from results in accordance with the relevant awarding body procedures.   * Process any arrangements for timetable clashes, access arrangements, special consideration requests and amendments to candidates’ details speedily and efficiently in line with awarding body guidelines. * Organise exam rooming ensuring conditions and arrangements are appropriate and comply with awarding body requirements and regulations and that examination areas are appropriately set up. * Allocate relevantly trained invigilators to exams and coordinate availability. * Answer routine enquiries from staff, students and the general public regarding examination information. * Maintain knowledge and understanding of the student management information system (ProSolution), funding methodology, data processing and any other appropriate training as required. * Establish and maintain good relationships with College staff, students and external awarding bodies and ensure the smooth running of the Examinations process, setting excellent customer service standards. * Attend and participate in internal and external exams meetings/events and assist with the implementation of any resulting procedures that affect the college’s exams service. * Assist the Data Team with curriculum set up to ensure that the correct exam fees are recorded on the course master file. * Assist with the development and maintenance of the examinations team SharePoint site. * Ensuring the operational requirements of college policies / procedures are understood and implemented. * Work flexibly as part of the examinations team, contributing to the delivery of efficient data processes, systems and procedures, in order to ensure that a high-quality support service is provided to staff. * Establish and maintain a system for filing and safe storage of any exams documentation/materials. * Provide training for staff on examination procedures as required. * Maintain confidentiality and respond to requests for information from external agencies with due regard to College policy and the requirements of the General Data Protection Act (GDPR). |

### GENERAL ACCOUNTABILITIES

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| * Assist with enrolment duties during peak periods. * Participate in appropriate staff development activities. * Act as an ambassador for the College, contributing towards the organising of appropriate functions including enrolment and other specific events as required. * Owing to the nature of the work of the College, you may be required to work in the evenings or weekends. * To undertake such duties as are reasonably allocated, appropriate to the grade of the post * To take appropriate responsibility for the safeguarding and promotion of the welfare of children and/or vulnerable adults. * To work at any of the College sites on a temporary or indefinite basis. |

|  | | | | **ASSESSMENT METHOD** | | | |
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| **PERSON SPECIFICATION – Exams Coordinator,**  **Post Reference: 6246** | **Essential** | **Desirable** |  | **Certificate** | **Application Documents** | **Reference** | **Selection Process** |
| **Qualifications** |  |  |  |  |  |  |  |
| Level 3 in a Business Administration related qualification and/or relevant experience | ★ |  |  |  | ★ | ★ | ★ |
| GCSE Maths and English Grade A\* - C or equivalent | ★ |  |  |  | ★ | ★ | ★ |
| Evidence of continuous professional development |  | ★ |  |  | ★ | ★ | ★ |
| **Experience** |  |  |  |  |  |  |  |
| Experience of implementing external procedures and regulations. | ★ |  |  |  | ★ | ★ | ★ |
| Experience of using the full range of Microsoft Office software. | ★ |  |  |  | ★ | ★ | ★ |
| Experience of working to and meeting deadlines | ★ |  |  |  | ★ | ★ | ★ |
| Previous experience of working in a similar role |  | ★ |  |  | ★ | ★ | ★ |
| **Specialist Knowledge** |  |  |  |  |  |  |  |
| Up to date knowledge of ICT systems and packages | ★ |  |  |  | ★ | ★ | ★ |
| Knowledge and understanding of the Further Education sector. |  | ★ |  |  | ★ | ★ | ★ |
| Working knowledge of examination processes, administration and awarding bodies regulations. |  | ★ |  |  | ★ | ★ | ★ |
| **Skills and Understanding** |  |  |  |  |  |  |  |
| Possess organisational and time management skills | ★ |  |  |  | ★ | ★ | ★ |
| Ability to provide timely and accurate information | ★ |  |  |  | ★ | ★ | ★ |
| Ability to analyse and assimilate information quickly | ★ |  |  |  | ★ | ★ | ★ |
| Attention to details and high standard of accuracy and commitment to compliance. | ★ |  |  |  | ★ | ★ | ★ |
| Ability to manage and prioritise own workload to ensure deadlines are met, and maintain professionalism with others | ★ |  |  |  | ★ | ★ | ★ |
| Ability to work under pressure | ★ |  |  |  | ★ | ★ | ★ |
| Effective liaison with staff to identify and resolve discrepancies and deal with queries | ★ |  |  |  | ★ | ★ | ★ |
| Ability to identify the root cause of problems and implement solutions | ★ |  |  |  | ★ | ★ | ★ |
| Ability to liaise effectively with staff, learners and external agencies as required | ★ |  |  |  | ★ | ★ | ★ |
| Ability to multi-task and work effectively as a member of a team  Prepared to work flexibly according to the needs of the service | ★ |  |  |  | ★ | ★ | ★ |
| Possess excellent customer service skills, communication and interpersonal skills | ★ |  |  |  | ★ | ★ | ★ |
| Respects confidential nature of work and maintains absolute confidentiality | ★ |  |  |  | ★ | ★ | ★ |
| A positive attitude to change | ★ |  |  |  | ★ | ★ | ★ |
| Ability to positively promote the College’s Values and Acceptable Standards to staff and learners | ★ |  |  |  | ★ | ★ | ★ |
| **Personal Attributes** |  |  |  |  |  |  |  |
| Suitable to work with children and young people | ★ |  |  | ★Criminal records check via DBS | ★ | ★ | ★ |
| The ability to communicate at all levels | ★ |  |  |  | ★ | ★ | ★ |
| To have flexibility and willing to try out new ideas | ★ |  |  |  | ★ | ★ | ★ |
| Prepared to work flexibly according to the needs of the service | ★ |  |  |  | ★ | ★ | ★ |
| Ability to liaise effectively with staff, learners and external agencies as required | ★ |  |  |  | ★ | ★ | ★ |
| Well organised and self-motivated | ★ |  |  |  | ★ | ★ | ★ |
| Approachable, open and honest | ★ |  |  |  | ★ | ★ | ★ |
| Ability to work under pressure | ★ |  |  |  | ★ | ★ | ★ |
| To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults. | ★ |  |  |  | ★ |  | ★ |
| To uphold British Values, the college values and responsibilities with regard to equality and diversity. | ★ |  |  |  | ★ |  | ★ |
| To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation. | ★ |  |  |  | ★ |  | ★ |