**OAKLANDS COLLEGE**

**JOB DESCRIPTION**

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| **CAREER FRAMEWORK** | **Customer Focussed Family** |
| **JOB TITLE** | **Exams Administrator** |
| **LEVEL** |  |
| **REPORTING TO** | **Exams and Achievement Manager** |

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| **SUMMARY OF POST**  To provide a comprehensive administrative service to team, individual or function, delivering a first rate customer service. |
| **KEY RESPONSIBILITES**  **As administrative roles vary throughout the college your role may include all or some of the following**   * Provide efficient and prompt administrative service to ensure the smooth and efficient running of the office, e.g. word-processing, filing, photocopying, data input, invoice processing, production and distribution of publications and documents, reports, statistics, agendas and minutes. * To provide advice and information to customers as the first point of contact for a range of queries in line with the College procedures and in accordance with customer service standards and performance targets. * To contribute to the development, maintenance and monitoring of systems, registers, records and databases for the efficient inputting, storage and retrieval of data, as required. * To maintain diary/diaries, make appointments; arrange meetings/events/courses/display boards and accommodation as directed.   **Role specifics**   * Provide information and advice to students and staff on a range of subjects related to exams * Provide a robust service for exams throughout the year for the relevant examining boards   **Be aware of and follow College policies and procedures, with particular attention to health and safety, safeguarding, risk management, equality and diversity, quality and our values and behaviours. You will be required to attend training and CPD events as necessary** |
| **CRITERIA** |
| **RECRUITMENT- short listing criteria**  Good standard of education 5 GCSEs grade C or above or equivalent qualification or extensive experience  Experience of using Microsoft Office  Experience of working in customer services or administration  Experience of data entry |
| **ESTABLISHED**  Completed probation period satisfactorily  Level2 ICT, Numeracy and Literacy  Completed relevant in house training to the job role  Completed Induction programme |
| **EXPERIENCED AND QUALIFIED**  2years experience in the role  Advanced IT  Level 2 qualification appropriate to the role  Evidence of CPD |
| **DEVELOPED STAGE – Assessed against the values and behaviours** |

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| **PERSON SPECIFICATION ( to be assessed at the interview stage)** | | | |
| **PERSONAL ATTRIBUTES**  Self motivated  Team Player  An awareness of cultural diversity  Positive, enthusiastic and can do attitude  Flexible work ethos to meet the needs of the department  Professional outlook and appearance  Customer orientated | | | |
| **SKILLS AND EXPERIENCE**  Experience of working in administration and a customer focused environment  Experience of working with a range of software packages- word, excel, outlook  Experience of maintaining clear and accurate records  Effective listening skills | | | |
| **Date approved** |  |  |  |
| **Date reviewed** |  |  |  |

This job description is current as at the date shown above. In consultation with the postholder it is liable to variation by the Principal to reflect or anticipate changes, in, or to, the post and the organisation.

The job description gives an overview of the main responsibilities of the role. The daily job will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.