

EXAMS MANAGER ROLE PROFILE – August 2019

Title Level Reports to	Examinations & access arrangements Manager NT 9 H35 – H38 Executive Director – MIS, IT & Exams	Business: Harlow College Location: Harlow, Essex Department/Academy: Information Services	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p>Context</p> <p>1. Success To be part of a forward looking FE college, currently the number one provider nationally for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.</p> <p>2. Culture To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> • Students at the Heart • Work hard/work together • Be the Best • Be Innovative and Enterprising <p>3. People Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p>Purpose and Dimensions</p> <p>1. Job Purpose To oversee the integrity of the college’s students and programme information held on the management information system and to generate data required for returns</p> <p>2. Function’s Strategy Contribute to the function’s strategy which is part of the Teaching and Learning Strategy</p> <p>Part of a team responsible for the delivery of the College’s teaching and learning strategy and 3 year strategic plan</p> <p>2. Key Partners/Relationships: College AAMs Auditors Governors / other managers Admissions Awarding Bodies</p>	<p>Core Areas of Responsibility</p> <ol style="list-style-type: none"> 1. To manage Exams teams to ensure the input of data in a timely and accurate manner 2. Ensure timely and robust processes are in place for student access arrangements. 3. To manage the maintenance of the central records database 4. Overseeing the examinations team, making sure examinations are run in line with JCQ requirements. Including training of invigilators. 5. Be responsible for the creation and update of Harlow College policies and procedures regarding exam based assessment 6. Liaise with the Quality team and Awarding Bodies and JCQ as required regarding course approvals and students registrations 7. Lead regular data validation sessions with teams and provide training for existing and new systems. 8. Create a range of regular and ad hoc reports using specialist software and excel 9. Meet with external inspectors and auditors, produce all evidence required 10. Submit data to external agencies as required. 11. To ensure systems are in place to identify issues and ensure they are dealt with to meet JCQ rules 12. Prioritise the team’s workload to meet deadlines 13. To manage a team of staff and significant budget ensuring value for money 14. Liaise with software suppliers and the IT Services team for problem resolution and to maintain awareness of forthcoming developments. <p>Critical Success Factors</p> <ol style="list-style-type: none"> 1. To ensure all data return deadlines are met with timely accurate data 2. To ensure that all examinations meet JCQ requirements 3. To ensure all data is maintained accurately in line with internal reporting schedules 4. To ensure compliance with audit requirements 5. Customer feedback is positive regarding the admission to Harlow College 	<p>Organisational Capabilities</p> <ol style="list-style-type: none"> 1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration 2. Achieves maximum benefit from limited resources 3. Quickly adapts to change and sees it as an organisational ‘norm’ <p>Be the Expert (technical knowledge, qualifications, experience, occupational competence & requirements, etc)</p> <ol style="list-style-type: none"> 1. Competent ICT at Level 2 or equivalent 2. Up to date knowledge of JCQ rules. 3. Knowledge of Access Arrangements systems and rules. 4. Experience of managing various student record systems 5. Experience of planning and organising a wide range of exams 6. Excellent interpersonal skills including the ability to communicate quantitative concepts succinctly 7. Flexible attitude and ability to accept and implement change 8. Demonstrate initiative and the ability to work independently and lead a team 9. Demonstrate the ability to multiple tasks, and prioritise appropriately 10. Ability to work in a confidential area without breaking that confidentiality 11. Ability to work under pressure and to meet deadlines 12. Sound knowledge of Microsoft office, especially database & spread sheet provision. 	<p>Competencies (core for all HC team members)</p> <p>1. Learning Orientated</p> <ul style="list-style-type: none"> ➤ Seeks feedback on their own performance from a variety of sources ➤ Shares learning with others ➤ Engages in development activities and achieves tangible progression ➤ Actively seeks to increases/improve knowledge and skills <p>2. Results Focused</p> <ul style="list-style-type: none"> ➤ Meets targets and job related outputs ➤ Remains focused on the priorities and delivers them relentlessly despite issues that may arise ➤ Resolves issues that affect targets being met <p>3. Quality Minded</p> <ul style="list-style-type: none"> ➤ Can evidence their contribution to the college’s Quality Improvement cycle (e.g., SAR/QIP) ➤ Seeks ways to continuously improve the service/productivity of their working area ➤ Notices quality performance in others and offers feedback accordingly ➤ Recognises that high quality outputs require high quality inputs and operates accordingly <p>Role Competencies (specific to role)</p> <p>1. 1. People Performance</p> <ul style="list-style-type: none"> ➤ Effective coach and developer of people ➤ Drives high performance and deals with under performance ➤ Teams set and achieve stretching targets <p>2. Communicates with Impact</p> <ul style="list-style-type: none"> ➤ Adapts style appropriately to suit the audience ➤ Actively listens ➤ Wins people over from opposing view points ➤ Communicates clearly (both written and oral) ➤ Builds positive relationships within and beyond own working area <p>3. Quality Improvement</p> <ul style="list-style-type: none"> ➤ Continually seeks ways to improve ➤ Is rigorous in analysis including self-assessment ➤ Promotes a culture of feedback and sets targets to improve ➤ Recognises that high quality outputs require high quality inputs and operates accordingly