

JOB DESCRIPTION

TITLE: Exams Officer

GRADE: Scale 5/6

RESPONSIBLE TO: Exams Manager

PURPOSE OF JOB:

- To administer external exams within New City College

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To support the College's mission, vision, values and strategic objectives.
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.
- 1.4 To implement the College's safeguarding policies and practices.
- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other staff:

- 2.1 To participate in College-wide projects and tasks.
- 2.2 To work in other support services areas to meet the specific needs of workload peaks.
- 2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College.

3. Particular to the Post:

- 3.1 To carry out all duties relating to the administration of all external exams and registrations, including but not limited to; the accurate and timely registration or entry of all students, the safekeeping of all exam materials, the running of all exams, implementation of exam access arrangements, liaising with inspectors.
- 3.2 Process entries and registrations on Pro Solution ensuring adherence to all Board and Group policies and regulations.
- 3.3 Process claims for certifications on Pro Solution ensuring adherence to all Board and Group policies and regulations.
- 3.4 Process results on Pro Solution ensuring adherence to all Board and Group policies and regulations.
- 3.5 Liaise with GCDs and Curriculum managers regarding all Awarding Body information.
- 3.6 Produce reports as required for internal and external use, ensuring the accuracy of data.
- 3.7 Respond to and resolve queries from staff, students and Awarding Bodies.
- 3.8 Liaise with MIS Analysts to ensure that all exam related ILR errors are resolved.
- 3.9 To carry out internal audit checks during the year to ensure that all data is valid and the required evidence has been retained to ensure full audit.
- 3.10 To work with managers and staff within the wider Information Services team to proactively suggest improvements to systems and processes to help drive up data quality and the department service standards.
- 3.11 To work with staff within the wider Information Services team to help ensure the accurate and timely completion of tasks.
- 3.12 To use the MIS helpdesk to resolve requests from NCC Group staff in a timely manner.

3.13 To be able to work at any site within the NCC Group if required to support the running of exams.

4. Person Specification:

4.1 Minimum of a level 2 qualification in English and maths – **essential**

4.2 Significant office administrative experience - **essential**

4.3 High level of accuracy and a good attention to detail - **essential**

4.4 Good level IT skills with the ability to use systems and experience of large central databases - **essential**

4.5 Experience of working as a member of a team and evidence of the ability to work effectively with colleagues - **essential**

4.6 An understanding of and commitment to Equality, Diversity and safeguarding and practical ideas for their implementation in this post - **essential**

4.7 A high level understanding of Data Protection and the importance within this role – **essential**

4.8 Excellent communication skills both oral and written - **essential**

4.9 Positive attitude towards problem solving - **essential**

4.10 Experience of working within a busy exams team preferably within a large FE college - **desirable**

4.11 Experience of Awarding Bodies together with their administrative processes and regulations – **desirable**

Person Specification requirements for appointment to scale 6

- Significant Experience in an Exams Officer (or equivalent) post
- Extensive exam knowledge with the ability to respond to complex queries
- Established technical skills in using the exams module of Pro Solution
- Successfully managed & lead on a substantial sized exam series eg, A level, GCSE, BTEC, Functional skills

Additional Information:

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.