



Minerva Virtual Academy

Job Title: Exams Manager

Location: Remote (includes 4 visits to London each year)

Line Manager: Head of External Examinations

Team: HQ Team

Salary: £35,000 per year

Summary

The **Exams Manager** plays a pivotal role in ensuring the smooth, compliant, and high-quality delivery of all external examinations across Minerva Virtual Academy. This position manages the entire exam cycle, from entries and timetabling to results handling and certification, ensuring all processes align with **JCQ regulations** and the school's commitment to excellence.

This is a dynamic and detail-oriented role that blends operational leadership with exceptional service to students, parents, and staff. The postholder will lead on systems, data integrity, and compliance, while supporting innovation in **remote invigilation** and digital assessment management. Working collaboratively across departments, the Exams Manager will maintain inspection readiness, support SEND access arrangements, and uphold the integrity and accuracy of all examination processes.

The role includes **line management** of the Exams Assistant, delivery of staff training, and maintaining clear, consistent documentation and communication. The successful candidate will demonstrate excellent organisational and project management skills, with the ability to work calmly under pressure and to tight deadlines.

Key responsibilities

Operational leadership and compliance

- Work with the Head of External Examinations to plan and run the full exam cycle across awarding bodies (entries and amendments; timetable publication; NEAs; special consideration; post-results services).
- Maintain the JCQ centre file; conduct routine checks; ensure inspection readiness at all times.
- Act as operational lead for remote invigilation (e.g., Pearson RIS): on-screen entry codes and options, familiarisation sessions and attendance lists, hypercare students, platform changes and day-to-day liaison.
- Coordinate MFL speaking tests within RIS; manage November iGCSE re-sits and appropriate timelines; include HPQ/EPQ operational requirements and data upload.

- Liaise with SENDCo/assessors to process access arrangements accurately and on time.
- Implement the certificates process and secure record-keeping in line with policy.

Candidate, parent and staff service

- Communicate effectively by serving as a first point of contact for day-to-day exam queries from parents, students and staff; manage the Exams inbox.
- Support periodic Q&A briefings for families and staff within the agreed calendar.
- Coordinate with Operations/Admissions and partner centres to resolve any logistics issues or potential scheduling problems (e.g. for non-UK students).
- Build and maintain positive working relationships with all stakeholders.

Data, systems and finance coordination

- Maintain and develop the iSAMS exams module and related datasets; ensure data integrity for entries, fees and results; reconcile discrepancies promptly.
- Maintain system/sheets of operational progress, and report to the Head of External Examinations and SLT.
- Work with Finance to reconcile fees, refunds and post-results charges; assist in third-party payer workflows (e.g. LAs/LEF/dual-enrolled) within agreed processes.

People management, training and documentation

- Line manage the Exams Assistant (work allocation, coaching/training, quality assurance, CPD, wellbeing)
- Deliver staff training on exams systems/processes (Admissions, Operations, Mentors, Faculty) within the framework approved by the Head of External Examinations.
- Foster a collaborative and supportive working environment, ensuring staff are well-informed of regulatory updates and organisational priorities.
- Create and maintain SOPs, guides and short how-to videos for consistent practice.
- Plan in advance to maintain continuity in peak periods (e.g. results weeks).

Continuous improvement and risk

- Maintain an operational risk log; implement mitigations; escalate according to policy.
- Review processes for efficiency and accuracy; propose improvements with impact/risk analysis and implementation plans.
- Log incidents and corrective actions; track to closure.

Day to day Management

Within the role (according to guidance, policy and budget):

- Routine entries/amendments; standard & alternative (e.g. 'R' paper) examination timetable; NEA arrangements; Access Arrangements processing; special consideration;

post-results services; everyday parent/staff/external centre replies; certificates distribution.

- Scheduled parental, student & faculty communications concerning logistics of examinations, e.g. RIS, private centre booking, Access Arrangements etc. Working within agreed guidelines for communication. Schedule to be set in consultation with the Head of External Examinations.

Escalate to the Head of External Examinations for:

- Any policy deviation or novel/complex case; risks with potential reputational, financial, safeguarding or compliance impact.
- Public-facing or sensitive communications (results day statements, complaint responses, regulator or press).
- Contractual commitments, fee structures, participation in external pilots/platforms, or service changes affecting MVA at large.

Person Specification

- 3+ years' experience in exam administration or assessment management within education.
- Strong knowledge of JCQ regulations and awarding body procedures.
- Proven experience in managing people and processes.
- Excellent written and verbal communication skills, with the ability to explain complex information clearly, concisely and encouragingly.
- Advanced IT skills, including use of MIS/exam systems and Microsoft/Google tools.
- Strong organisational and project management ability, with a proven record of meeting strict deadlines.
- Resilient, calm under pressure, and comfortable working in a flexible, dynamic environment.