
Head of Examinations

External Vacancy

Post Ref: 6216. Full Time. 37 hours per week. Permanent. £31,218 - £36,175 per annum.

Attractive benefits for this post include 35 days' annual leave per year plus bank holidays and the opportunity to join the Local Government Pension Scheme.

We are looking to appoint an experienced Head of Examinations who is passionate about excellence and wants to make a difference. Reporting to the Vice Principal Student Services and Registry, you will lead the development and operational delivery of a dynamic and responsive exams team for Education Partnership North East. You will work as part of an experienced, friendly and caring leadership team, and work closely with people from across Sunderland College, Hartlepool Sixth Form College and Northumberland College as well as with relevant external stakeholders. Your ability to build and maintain productive relationships is essential.

You must be adept at developing and maintaining excellent working relationships at all levels built on professional expertise, credibility and trust, demonstrate high levels of emotional intelligence, have a flexible mind-set and a data focused skillset. You should also be an excellent people manager able to motivate and lead teams to deliver and maintain high standards within the College as well as experience of training all staff on the procedural and operational requirements of exams including invigilation and the review of exam related policies and procedures.

You should have an excellent working knowledge of JCQ regulations, experience of both exams management and organising BTEC, GCSE and A Level results day. Attention to detail, the ability to prioritise work, an effective problem solver and enthusiasm are essential for this role. If you thrive in a face-paced environment where your job means you connect with a wide range of customers, this is absolutely the role for you.

Due to the nature of this post you will be required to undertake an Enhanced Disclosure Check.

To find out more about this great opportunity visit www.sunderlandcollege.ac.uk/vacancies alternatively email vacancies@sunderlandcollege.ac.uk or call 0191 511 6046 to request an application pack. Please note we will only accept Sunderland College application forms.

All applications must be received by 4pm on Wednesday 05 February 2020.

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

Job Description

This is a description of the job as it is at 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 reserves the right to make changes to your job description commensurate with your grade/level in the organisation after consultation with you.

Post title	Head of Examinations
Reports to	Vice Principal Student Services and Registry
Department	Student Services and Registry
Grade	031-036
Contract	Management
Location	Any College Campus

ROLE PURPOSE

To be responsible for the delivery of the College strategy for examinations ensuring that it is managed effectively and efficiently in line with the College's Strategic Plan, Curriculum Plan and in line with the College values, providing the highest standard of learning experience for students.

To lead and manage the examination department across the Education Partnership North East ensuring entries, registrations and results are accurately collated and timely recorded in accordance with JCQ and Awarding Body Regulations as well as College Policy

This post line has responsibility for the following operational functions:

- Exam registration, entry and certification
- Student achievement data and related management information
- Value added programme
- Online testing programme

The post holder will:

- Be good at developing and maintaining excellent working relationships at all levels built on professional expertise, credibility and trust.
- Demonstrate a flexible mind-set when seeking to develop and deliver creative and innovative solutions that meet presenting and anticipated needs of the Service.

KEY ACCOUNTABILITIES

Leadership and Management

- Provide inspiring and motivating leadership to ensure that the College offers the highest quality service to its students and foster a culture of high aspiration which inspires and empowers students to be the best they can be.
- Demonstrate day-to-day commitment to the College's core values and mission, leading by example. Encourage the commitment of staff and implementation of the College's policies, practices and procedures, including those relating to Safeguarding and Health and Safety.

- Provide strategic advice to the senior management team on examination matters.
- Ensure the efficient and effective management and running of College Examinations and awards function in line with JCQ and Awarding Organisation regulations.
- Ensure College policies and procedures for examinations are compliant with JCQ and Awarding Organisation regulations.
- Identify and monitor the principle significant risks associated with the delivery of examinations across EPNE.
- Work with Management Information Systems leads to ensure the ongoing development of the ProSolution Exams module and to further develop the use of ProSolution in registrations and results and streamline the administration of examinations whilst ensuring timely and accurate recording of exams data.
- Plan, manage and monitor the Exams budget and report on the cost of college registration, examination entry and certification fees by each awarding body
- Set and clearly articulate the standards and service levels required for the service, including key performance indicators and ensure that those standards are consistently achieved or exceeded.
- Lead the planning, co-ordination and prioritisation of the work of the Exams Team, ensuring full and accurate exams data is recorded in a timely manner whilst delivering a high-quality customer-focused service.
- Provide dynamic and effective line management to ensure that the department is effectively organised and staff are appropriately trained to carry out both specialist and general duties
- Ensure that the staffing resources are deployed to achieve the most effective outputs, that expectations and objectives are clear and that there is a highly effective plan for development to meet service needs.
- Develop the capacity and capability of the service through the effective deployment of resources, the effective use of existing and emerging technologies and systems, and the continual review of student and stakeholder feedback.
- Lead processes relating to continuous improvement of the service including the writing of an annual self-assessment and quality improvement plans.
- Provide clear, accurate and timely reports to the SLT, Management colleagues and partner agencies on matters relating to the responsibilities of the role.
- Ensure the delivery of excellent services and facilities, effectively using management information, data and performance indicators to further enhance service levels.
- Engage key customers and stakeholders in the process of service development, placing students at the heart of all we do.
- Work with other College managers to ensure the timely and accurate completion and return of information and statistics to relevant bodies.
- Manage self-assessment and development planning for the areas under the post holder's control. To contribute designated sections to the College's annual Self-assessment Report.
- Lead staff development sessions including JCQ general regulations for curriculum staff, awarding organisation regulations and exam processes.

Student Journey

- Ensure the efficient and effective running of all College examinations and awards in line with awarding organisation and JCQ regulations including Access Arrangements and Reasonable Adjustments.
- Ensure security arrangements are in place for all examinations in line with JCQ and awarding organisation regulations.
- Manage and develop the College online testing programme.
- Manage and develop the College administration of Functional skills end tests and proxies.
- Working with the Vice Principal Student Services and Registry to ensure that there is sufficient capacity to invigilate exams and online tests in line with the College's agreed policy.
- Support a positive student experience by ensuring that the exams records and operations management processes are comprehensive, efficient, maintained, continuously improved and measured on a defined cycle.
- Ensure that Access Arrangements are put in place in accordance with appropriate referrals made from curriculum staff via Disability Support Tutors (SEN).
- Actively consider and be aware of issues relating to student's equality of opportunity and access arrangements.
- Maintain and develop appropriate procedures and systems for examination administration and ensure examination procedures are communicated to all relevant College staff.
- Develop and implement appropriate procedures for the recording of student achievement data and for progressing incomplete achievement data before ESFA deadlines by leading the College achievement tracking group and ensuring all student achievement data is input by the Final ILR return.
- Maintain and update the College examinations handbook for use by all College staff, together with any appropriate guidance notes for students.
- Ensuring the operational requirements of College policies / procedures are understood and implemented.
- Analyse data and provide relevant statistics on examination entry and examination results for the Senior Leadership Team to inform decision making.
- Liaise with the Head of Student Registry, Data and Resources to ensure that the correct exam fees are recorded on the Course Master file.
- Ensure the continuous improvement via development, planning and review in line with the requirements of the College quality framework.
- Work closely with the Compliance team to plan and organise an annual internal achievement audit.
- Ensure the College has the required number of trained external invigilators.

- Manage and develop the College Value Added programme including the production and distribution of minimum target grades for all students on level 2 and level 3 graded qualifications and production and distribution of a College value added report including relevant data from DFE, and the College's own value-added programme.
- Review and amend procedures to respond to changes in curriculum delivery and assessment.
- Be responsible for exams registration and resit fees collection and related issuing of appropriate documentation, receipts, and adjustments as necessary.
- Work closely with Student Registry & Data staff, and Curriculum teams to resolve queries relating to student exams entries and data.

Service Delivery

- Ensure that the Exams team provide outstanding customer service and guidance to enhance student (and parental) experience. This includes the provision of a front-line advice and information service to students.
- Ensure the Exams team at each campus have read, understood and comply with JCQ and Awarding Organisations' regulations on an annual basis.
- Be responsible for providing examination results and data analysis presented to SLT, Faculty Directors, tutors and other relevant groups, specifically A-Levels and GCSE results as soon as they are released by awarding organisations.
- Be present and available in the College on the days when results are notified, and overseeing the distribution of results to candidates working in partnership with MIS and Marketing.
- Establish and maintain good relationships with college staff, students and external awarding Organisations and ensure the smooth running of the Examinations process, setting excellent customer service standards.
- Ensure the service is underpinned by robust procedures and work cooperatively with Curriculum Teams and other teams within the Directorate in order to maximise efficiency and maintain effective levels of processing during varying levels of demand.
- Liaise with academic staff to ensure that examination requirements for individual curriculum teams and individual students are met whilst complying with JCQ and awarding organisation regulations.
- Develop close working links between the Student Registry, Data & Resources and Exams teams.
- Ensuring the operational requirements of College policies / procedures are understood and implemented.

- Work flexibly as part of the Student Services and Registry 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.
- Ensure that appropriate quality control systems and procedures are followed in order that an effective service is delivered across the College and that all processes and procedures are clearly documented.
- Provide advice, support, and develop and deliver training programmes for College staff on the use of student exams-based information systems.
- Provide a high-quality support service to both internal and external clients to meet agreed service standards.
- Maintain knowledge and understanding of the student records system (Pro Solution), funding methodology, ILR, JCQ and Awarding Organisations rules and regulations, and undertake any other appropriate training, as required.
- Attend national/regional conferences, user groups and other development opportunities.
- 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 Regulation (GDPR).

GENERAL RESPONSIBILITIES

- Participate in Performance Management Review with your line manager and with those for whom you have line management responsibility.
- Act as an ambassador for the College, contributing towards the organising of appropriate functions including enrolment and other specific events as required.
- To provide staff training with regard to enrolment and also assist with enrolment duties during peak periods.
- To participate in appropriate continuous quality assurance and staff development activities.
- To work at any of the College sites on a temporary or indefinite basis.
- 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 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.

PERSON SPECIFICATION – Head of Examinations

				ASSESSMENT METHOD			
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
Qualifications							
Educated to Degree Level or equivalent		✓		✓	✓		
Level 4 in a Business Administration related qualification and relevant experience	✓			✓	✓		
NVQ Level 5 (or above) in Leadership and Management or willingness to work towards	✓			✓	✓		
GCSE Maths and English Grade A* - C or equivalent	✓			✓	✓		
Evidence of continuous professional development	✓				✓		
Experience							
Experience of managing an examination function.	✓				✓	✓	✓
Experience of managing staff and team development	✓				✓	✓	✓
Experience of analysing, collating and presenting data and information.	✓				✓	✓	✓
Experience of transmitting and communicating information in appropriate formats to a range of clients.	✓				✓	✓	✓
Experience of implementing external procedures and regulations.	✓				✓	✓	✓
Experience of devising, implementing and maintaining auditable record systems.	✓				✓	✓	✓
Experience of providing advice and guidance to managers and staff on student data related issues.	✓				✓	✓	✓
Experience of writing procedural notes for operational systems	✓				✓	✓	✓
Experience of working with computerised systems, including word processing, database and spreadsheets.	✓				✓	✓	✓
Skills and Understanding							

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	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
Extensive knowledge of examination administration and awarding bodies regulations.	✓				✓	✓	✓
Up to date knowledge of ICT systems and packages, including student records systems like ProSolution.	✓				✓	✓	✓
Ability to work effectively and supportively with a range of colleagues, students, parents and external agencies.	✓				✓	✓	✓
Knowledge of the FE sector, the ESFA and HEFCE and other funding methodologies and mechanisms.	✓				✓	✓	✓
Ability to read, interpret and disseminate complex information from a variety of sources.	✓				✓	✓	✓
Ability to devise, implement and maintain administrative and computerised systems.	✓				✓	✓	✓
Ability to prioritise, manage and maintain a budget effectively and other physical resources.	✓				✓	✓	✓
Ability to set clear targets and evaluate outcomes	✓				✓	✓	✓
Ability to prioritise and develop work schedule for team of staff.	✓				✓	✓	✓
Ability to co-ordinate and monitor activities across a multi-site organisation.	✓				✓	✓	✓
Ability to analyse and assimilate information quickly	✓				✓	✓	✓
Ability to retrieve data and information from various sources	✓				✓	✓	✓
High standard of accuracy and commitment to compliance.	✓				✓	✓	✓
Ability to identify the root cause of problems and implement solutions	✓				✓	✓	✓
Good presentational skills.	✓				✓	✓	✓
Good interpersonal skills.	✓				✓	✓	✓
Time management skills	✓				✓	✓	✓
Personal Attributes							

PERSON SPECIFICATION – Head of Examinations

				ASSESSMENT METHOD			
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
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	✓				✓	✓	✓
Other							
Ability to work Saturdays and evenings where reasonably required	✓				✓		
Ability to drive and access to a vehicle	✓				✓		
Ability and willingness to travel between sites and to external meetings as required.	✓				✓		