

Job Title: Head of Examinations and Finance

Report to: Hien Nguyen – Head of Administration

Job purpose

To manage, oversee and execute Finance and Examinations projects and routine tasks to maintain excellent service to stakeholders including students, fee payers, staff and suppliers and to enable smooth, efficient day-to-day operations of the College. To contribute to the establishment and improvement of systems and procedures within the Finance and Examinations department as well as the Administration department to achieve Ashbourne's aim to be the leading independent tutorial college in central London.

1. FINANCE

1.1. Management Accounts

- 1.1.1. Oversees the preparation and processing of data input from FileMaker to Sage on a monthly basis to ensure all student accounts, supplier accounts and bank balances are reconciled and up-to-date.
- 1.1.2. Liaises with the Principal to provide the accountant with month-end Provision of Credit Notes.
- 1.1.3. Addresses related queries from the accountant to ensure that monthly management accounts are finalised and ready for directors' review by the 7th of the following month.
- 1.1.4. Handle account-related queries from the Directors on an ad-hoc basis.
- 1.1.5. Conduct check, liaise with suppliers with outstanding balance to clear at the end of the financial year as part of completing management account.

1.2. Current Students (Debtors)

- 1.2.1. Maintain rigid credit control to ensure student accounts' balances are settled according to the agreed payment timelines. This involves informing senior

managers of up-to-date debtors, sending invoices and fees reminders to fee payers, following up with debt chasing calls whilst delivering customer services.

- 1.2.2. Liaise with the Directors and parents to finalise special payment timeline request. Update fees information for students accordingly.
- 1.2.3. Liaise with other departments e.g. the Principal, Academic Administration and Admissions to improve current systems of individual tuition booking, scholarship and fees information, debtors overview in Filemaker.
- 1.2.4. Handles complicated debtors, scholarship/bursary/discretionary discount on fees requests, which involves closely working with the Principal and communicate with students/parents of his decision on each case.
- 1.2.5. Drafts, updates and maintains Fees Policy. Coordinates with the Directors to review Scholarship Policy.

1.3. Deregistered/Leaving/Doubtful Students

- 1.3.1. Liaise with the Directors and Head of Administration to stay aware of leaving and doubtful students. Raise and adjust Credit Notes and Provisional of Credit Notes to reflect the risk of losing income.
- 1.3.2. Send correspondences to parents to finalise settlement post-leaving Ashbourne: waiving full tuition fees, chasing for any fees or refund.
- 1.3.3. Request ad-hoc services with external debt collection agencies to support the Directors in reviewing doubtful students' accounts.

1.4. Aged Debtors

- 1.4.1. Liaise with the Principal to pass on aged debtors to external debt collection agencies.
- 1.4.2. Provide necessary documentations and address queries from debt collection agencies in the event of court filing.
- 1.4.3. Obtain monthly account updates from debt collection agencies and report back to the Principal.

1.5. Projected Turnover

- 1.5.1. Prepare turnover projections based on student invoices, PCN, CN and Admissions' ppost students.

- 1.5.2. Communicate the projections with the Directors on a monthly or more frequent basis at peak time.

1.6. Payroll & Pensions

- 1.6.1. Arrange claim forms to be sent out to staff and teachers and check claims against timetable and with relevant Heads of Faculty, Director of Studies and Head of Administration.
- 1.6.2. Seek authorization from the Principal and ensure that salaries spreadsheet and other important information relating to staff pay are communicated with the accountant at least 10 days before the pay date.
- 1.6.3. Coordinate with the accountant to establish e-payslip system and resolve any queries if they arise.
- 1.6.4. Address and direct staff queries to responsible personnel with regard to pay and pensions.
- 1.6.5. Collect information from Ashbourne's payroll accountant and pension provider to compile a Pension Policy. Assist staff with general information about Ashbourne's pension scheme.
- 1.6.6. Maintain and update the 4Cs – Can Claim, Cannot Claim policy document. Communicate with staff about the College's policy regarding miscellaneous claims.

1.7. Agent Commissions

- 1.7.1. Liaise with the Head of Admissions and student agents on a termly basis to compile the "To Be Paid Commissions" list.
- 1.7.2. Request commission invoices from agents and arrange payment in timely and pro-active manner.
- 1.7.3. Communicate with agents and Admissions to address any related queries.

1.8. Parents/ Student Portal

- 1.8.1. Investigate and draft a template of useful finance-related information that should be linked between FileMaker and Student/Parents Portal.
- 1.8.2. Liaise with the Head of IT and Head of Administration to implement the system, conduct frequent testing and review to tailor the provided information to parents' needs.

2. EXAMINATIONS

2.1. Establish Initial Learner Profiles

2.1.1. Meet with all students upon registration to complete initial learner profiles covering the following aspects:

- Previous academic results
- Transfer of Credit request
- Special Educational Needs
- Access Arrangement request
- Potential Modern Foreign Language candidate
- GCSE English Language/Maths/IELTS needs

2.1.2. Oversee, manage and ensure the collection and data entry of all new students' previous academic records in FileMaker Exam Results and Documents Database.

2.1.3. Build individual academic profile for each student under Exams Share tab in FileMaker to provide tutors and administrative staff an overview of the students prior to joining Ashbourne.

2.2. Transfer of Credit

2.2.1. Compile list of students who need Transfer of Credit based on records of their pre-Ashbourne results and communicate with relevant tutors and administrative staff.

2.2.2. Liaise with students and exam boards to complete Transfer of Credit applications and procedures.

2.2.3. Communicate with students, tutors and administrators of the outcome of such applications and advise on follow-up actions where possible.

2.2.4. Offer consultation to Admissions on potential outcome of Transfer of Credit for new students.

2.3. Specifications & Unit Codes

2.3.1. Maintain FileMaker's Exam Unit Codes database to include all relevant modular and award codes for the academic year.

2.3.2. Research and obtain e-copies of specifications that are taught at Ashbourne for the academic year.

2.3.3. Develop general knowledge on different modulars and their assessment approaches to arrange necessary logistics and information to tutors and students.

2.4. November University Admission Tests

2.4.1. Plan timeline, logistics and liaise with relevant assessment boards for the preparation of University Admissions Tests (e.g. BMAT, LNAT, MAT, etc.)

2.4.2. Send general information on the tests and correspondences to students to raise students' awareness and finalise list of entries.

2.4.3. Liaise with suppliers and other departments for the logistics of the exams.

2.4.4. Arrange and train invigilators to ensure they are aware and uphold the JCQ's requirement on conduct of examinations and of the exam boards.

2.4.5. Liaise with Finance to raise entry fees invoices for students who register for the exams.

2.4.6. Provide information and support for candidates prior, during and after the exams. Communicate with relevant tutors and Heads of Faculty of the results.

2.4.7. Provide post-exam services (remark, appeal, etc.) for candidates.

2.5. Certificates

2.5.1. Liaise with exam boards to ensure timely and efficient delivery of students' certificates in October and November.

2.5.2. Organise and maintain safe, secure storage of certificates in alphabetical order by surname in the Exams Office.

2.5.3. Communicate with students on different methods to collect their certificates.

2.5.4. Obtain receipt confirmation from students upon collection.

2.6. Access Arrangements

2.6.1. *Extra time – Special Educational Needs (SEN) and Physical/Psychological Impairments*

2.6.1.1. Liaise with SENCO, academic administrators, educational psychologists, students and parents to obtain educational psychologist's reports and other medical and psychological proofs to support applications for extra time.

- 2.6.1.2. Support SENCO in completing and collecting relevant documentation for extra time applications (Form 8, evidence of normal way of working at the centre, etc.)
- 2.6.1.3. Send applications for extra time for all eligible candidates in a timely manner and communicate the outcome with tutors and administrators to ensure students also receive extra time in their mock exams.

2.6.2. Laptop

- 2.6.2.1. Liaise with tutors and students to compile a list of students who need laptops in exams.
- 2.6.2.2. Collect necessary evidence to filter the number of eligible students.
- 2.6.2.3. Liaise with the Head of Premises to prepare laptops for students in actual and mock exams.

2.6.3. Bilingual Dictionaries

- 2.6.3.1. Liaise with tutors and students to compile a list of students who need bilingual dictionaries in exams.
- 2.6.3.2. Liaise with the Head of Administration to prepare dictionaries for students in actual and mock exams.

2.6.4. Other Access Arrangements

- 2.6.4.1. Plan logistics and liaise with relevant departments to accommodate other Access Arrangements requests from students (e.g. supervised rest breaks, reader, scribe, specific seating position in the exam hall).

2.7. Exam Entries and Exam Timetable

- 2.7.1. Prepare provisional exam entries for students based on timetable and other relevant information.
- 2.7.2. Obtain confirmation from teachers and students for the final entries. Communicate with students about deadlines for entry amendments, withdrawals and associated penalties.
- 2.7.3. Submit final entries to exam boards and follow up to ensure all entries are logged in accurately.
- 2.7.4. Update date and time information for all relevant exam units in preparation for producing individual exam timetable for each student.

- 2.7.5. Distribute exam timetables to students in hard copy and online via Parents Portal. Obtain confirmation of receipt.

2.8. Coursework, Orals and Controlled Assessments

- 2.8.1. Liaise with teachers to ensure timely submission of coursework and controlled assessments from students.
- 2.8.2. Organise logistics, invigilate and oversee teachers' conduct of certain controlled assessments (oral exams, Physics written part, etc.).
- 2.8.3. Liaise with exam boards, administer the receipt of coursework materials, moderator labels, etc. and sending of student work and mark forms to associated moderators and exam boards.

2.9. Summer Examinations

- 2.9.1. Plan and organise logistics (venue, materials, invigilators and invigilation plan).
- 2.9.2. Train invigilators on JCQ regulations on the conduct of examinations.
- 2.9.3. Communicate with students and parents about essential exam information, rules of the exam hall. Ensure that the conduct of students and invigilators before, during and after the exams are in line with the JCQ regulations and that all students are supported and treated fairly.
- 2.9.4. Set up exam hall at the beginning of each exam session and invigilate the exams.
- 2.9.5. Liaise and oversee the Head of Administration and other supporting admin members in storing and dispatch of exam papers to ensure security, accuracy and clear track of records.

2.10. Results Days

- 2.10.1. Obtain exam results via secure release to centre and updating internal database subsequently.

2.10.2. Cooperate with Academic Administration and IT in organising Results Day and different channels to release results to students.

2.10.3. Communicate with students, parents and teachers about accessing results and available post-results services.

2.10.4. Review exam results when they are released to centre to identify potential remarks to process.

2.10.5. Issue grade confirmation letters and other supporting documents for students' university applications and other educational or immigration purposes.

2.11. Special Considerations

2.11.1. Liaise with students, parents, teachers and safeguarding leads to make sure all special consideration requests are recorded and handled.

2.11.2. Prepare and submit special consideration applications to exam boards and communicate with students and parents of the outcome.

2.11.3. Provide students, parents and teachers with information on special consideration and advise on special cases where special consideration can be strategically utilized to enable students to achieve A-level grades.

2.12. Post-Results services

2.12.1. Communicate with teachers and students before the start of post-results services about available services and associated fees.

2.12.2. Conduct remark and script requests based on internal mark-gap analysis with the Director of Studies, ad-hoc requests from teachers and paid requests from students.

2.12.3. Communicate with relevant teachers and students of remark outcome and copies of script upon issuance from exam boards.

2.13. HT4 Mock Examinations

3. Managing Finance and Examinations

- 3.1. Supervise and be responsible for the performance and deliverables of the Finance and Exams Assistant.
- 3.2. Liaise with the Finance and Exams Assistant to develop Finance daily, weekly and monthly tasks; and ensure the delivery of end results, efficiency, customer service and effective communications with other departments.
- 3.3. Create and maintain a positive, constructive working environment and relationship within the team to improve staff retainment.
- 3.4. Conduct appraisals and performance reviews for the Finance and Exams Assistant.

3.5. Training and Professional Development

- 3.5.1. Research costs and benefits of technical and soft skills training opportunities that are relevant to the job.
- 3.5.2. Arrange cover plans for booked training.

3.6. Process and System Improvements

- 3.6.1. Review different processes and systems within the department and other related departments and seek improvements.
- 3.6.2. Implement changes at minimal costs e.g. IT expenses.