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| **Job title:** Examinations Assistant  **Reporting to:** Senior Exams Co-ordinator,Helen Bullock  **Base:** The Roundhouse |
| **Hours** 37hours per week, 52 weeks per year  **Contract Type** Support  **Holidays** 20 per year subject to service increases (5 days increase after 5 years); plus 6 College closure days where applicable and 8 statutory days per year  **Salary** £19,178 per annum |
| **Job Purpose**   * Under the general direction of the Senior Exams Co-ordinator, to provide administrative support to ensure the smooth running of examinations and assessments across the College. * To provide excellent customer service to all stakeholders. * Where required, support Management Information Services (MIS) during peak processing periods with tasks such as enrolment and data processing. |
| **Key Responsibilities - Examinations and Assessment Tasks**   * Assist with the administration of examinations and assessments including entering learners, setting up and running of examination sessions, calculating fees, and producing correspondence as required, including the notification of examinations and results. * Assist with maintaining accurate and up to date records of examination entries, timetables and results. Ensure achievement data is available on the College’s Management Information System in a timely manner. * To be the main point of contact when booking Invigilators for examinations, including diarising all activities, providing invigilation cover when required and being the main point of contact on the day. * Conduct and co-ordinate internal and external examinations as determined by awarding body regulations. * Enter and make necessary amendments to learner examination records taking responsibility for the accuracy of information held on the database. * Receive and store examination question papers, ensuring the safe confidential storage of all examination material. * Instruct invigilators on the procedures for the collection and return of completed scripts. * Receive, check and dispatch learner examination timetables, results slips and certification maintaining appropriate records. * Dispatch completed scripts to the various examination and awarding bodies. * To comply and keep up to date with awarding body rules and regulations. * Assist learners, staff and other clients querying examination procedures. * Filing, general administration, and archiving duties. * Assist in internal and external data audits where required. * Support the workload of all IS functions (including IS, WBL, and Apprenticeships) as required. * Contribute to the work of the section by participating positively in staff meetings and/or working groups. * To provide excellent customer service throughout and put our stakeholders at the heart of any decision-making. * To assist in continuous service improvement by helping log and review reoccurring issues or repetitive tasks. * Undertake any other duties, commensurate with the grading of the post, as directed by the Senior Exams Co-ordinator.   **Dual roles at peak times during the Academic Year**   * Assisting in the coordination of application, enrolment and examination events within the College such as organisation and logistics of enrolment and exams including online examinations. * Undertake evening, and possibly weekend working to cover application events, enrolment and exams for which time off in lieu will be given.   **General Responsibilities**   * Attend meetings and participate in staff training events to maintain relevant skills and knowledge as appropriate. * Proactively promote and comply with all relevant College practice, guidelines, policies and procedures, and legislation, including but not limited to: Safeguarding, Equality and Diversity, Health and Safety, and Data Protection. * Undertake any other duties and responsibilities as may be reasonably required by senior personnel in response to changing demands in personal, sectional or the College’s workload. |
| **Competencies**  Essentials   * Working as a member of a team delivering a key support service which is customer focussed. * Entering and retrieving data to high levels of accuracy. * Demonstrate the ability to use a range of IT packages and systems. * Producing and working with simple data reports. * Ability to communicate effectively with a wide range of stakeholders both verbally and in writing. * Meeting individual and team deadlines. * Ability to complete a range of tasks in an accurate and timely manner when working under pressure. * Flexible approach to working. * Ability to work with a range of learners and customers. |
| **Knowledge and Experience**  Desirables   * An understanding of examinations administration and exam board regulations. * Knowledge of the Awarding Body, Skills Funding Agency, Education Funding Agency, HEFCE funding rules. * Knowledge and practical experience of working with Management Information Systems * Previous experience of working in an examinations environment |
| **Qualifications**  Essentials   * Level 2 English (GCSE A-C or equivalent) * Level 2 Maths (GCSE A-C or equivalent)   Desirable   * Current IT qualification |

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