

Role Profile

Role Title	Examinations Administrator
Reporting To	Examinations Officer
Grade	Grade 3
Department	Data and Exams
Version Date	March 2018

Role Purpose

Ensure a flexible, efficient and effective administrative function relating to examinations and assessments for the College Group, delivering a responsive and high quality service to all clients.

Work flexibly and support other colleagues within the department and across all sites to maintain other services as annual cycles require.

Key Responsibilities

- Responsible for a case load of student registrations and examination entries, ensuring compliance with the various awarding bodies rules, regulations and deadlines, ensuring timely and accurate data and the effective and efficient use of electronic systems.
- Responsible for the security and monitoring of the receipt, issue, collection and despatch of examination papers and materials from the boards in compliance with exam board regulations.
- Responsible for inputting and maintaining accurate and timely data relating to examinations and student achievement.
- Responsible for running and correcting reports as necessary to maintain an accurate database, including the completion of internal audits.
- Assist with the formulation of examination timetables, rooming and allocation of invigilators in compliance with internal and exam board rules and regulations.
- Utilise effectively electronic systems and transactional processes for registrations and scheduling of examinations assisting with the development and implementation of such systems as required.
- Receive and distribute results and certificates.
- Respond to routine enquiries from staff and the general public with regard to examination related matters in a professional and customer focussed manner.
- Assist with the delivery of training and guidance as required and to perform invigilation duties as required.
- Responsible for ensuring timely and accurate processing of apprenticeship claims.

Generic Responsibilities

- Represent and promote the College brand values internally and externally; acting as an ambassador for business development on behalf of the College.
- Ensure that the College's internal customers receive an excellent customer service experience in all dealings with the service.
- Deliver your day-to-day duties consistently with the service level agreement.
- Promote the College's student first ethos, ensuring that the student experience is uppermost in policy implementation.
- Act as a champion for change and improvement and constantly enhancing quality.
- Contribute to the annual quality review of the service and the programme of continuous improvement.
- Actively promote and act, at all times, in accordance with College policies, e.g. Health and Safety, Equal Opportunities, Safeguarding and Data Protection.
- Actively promote and adhere to agreed College values.
- Promote innovation.
- Contribute to delivering the College's internal communications strategy, playing a supporting role in ensuring that communications are high quality and that our workforce is respected.
- Participate in the College Annual Staff Performance and Development Review (ASPDR) as a reviewee. □

Undertake other duties commensurate with the job level

Person Specification – Examinations Administrator

	Essential	Desirable	How assessed*
QUALIFICATIONS			
Qualified to NVQ 2/3 or equivalent in an appropriate subject	✓		AF/Cert
English & Maths GCSE Grades A-C	✓		AF/Cert
Customer Care Qualification		✓	AF/Cert
IT Qualification		✓	AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Minimum of 2 years recent experience of working in an office/administration environment	✓		AF/IV
Experience of maintaining and processing large quantities of data, including collection and analysis	✓		AF/IV
Knowledge of examination administration			AF/IV
Experience of maintaining academic records		✓	AF/IV
Knowledge of the academic standing of national and international qualifications		✓	AF/IV
		✓	
Knowledge and Understanding of the Data Protection Act	✓		AF/IV
Experience of working in FE College or similar organisation		✓	AF/IV
Knowledge of different funding streams		✓	AF/IV
SKILLS AND ABILITIES			
Competent in the use of spread sheets and database processes	✓		AF/IV
Proficient in the use of e-mail and the internet	✓		AF/IV
Ability to deal with new concepts, particularly IT Applications	✓		AF/IV
Good oral and written communication skills	✓		AF/IV
Professional and responsive attitude and behaviour towards colleagues and clients	✓		AF/IV
Ability to organise and prioritise	✓		AF/IV
Ability to work calmly in challenging situations	✓		AF/IV
Ability to motivate and develop self	✓		AF/IV
Ability to travel between all of the College's sites	✓		AF/IV
Ability to work flexibly, including evening and weekend working	✓		AF/IV

*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview