

Role Profile

Role Title	Exams & Data Manager
Reporting To	Head of Business Intelligence
Grade	Grade - PO 34
Department	Business Intelligence
Version Date	September 2019

Role Purpose

To provide management services to the exams and data functions. Ensure operational excellence that enhances the student experience. Ensure quality and credibility in the exams and data functions is maintained across the Group.

Key Responsibilities

- Provide management services to the exam function. Ensure the provision of an effective and efficient examinations service supporting student success and ensuring compliance with external examination / validation bodies.
- Provide management to the learner data function to ensure that data is accurately collected, input and maintained on college databases. Monitor progress and take appropriate action to ensure the goals and objectives are met.
- Act as contact point for examination boards, government agencies, other schools, governors, directors, teachers, parents and students for all examination and data related issues.
- Support the development of Group enrolment processes, through a cross-functional support services team to ensure enrolment processes are fit for purpose.
- Ensure calendar deadlines and schedules are set for all stages in the process of entering and examining students for external examinations and inform students, parents and staff of details.
- Work across the Group to review and improve management reporting, information flow, business transactions, service level agreements and service planning.
- Increase the effectiveness and efficiency of data cleansing, credibility and compliance across the Group. Devise and undertake internal audit mechanisms to ensure continual preparedness for external audit.
- Develop and provide management information reports that meet the needs of a range of internal and external customers.
- Exercise a significant degree of specialist and independent responsibility. Develop and maintain sector based technical knowledge of the funding environment and its policies, direction and objectives.
- Analyse workflow patterns and ensure effective deployment of resources, which align to the Group's business cycle recognising that there will be changes in demand over various times in the year.
- Develop expertise and specialists within the teams so that high levels of service can be delivered in support of managers' objectives and in order that resources are efficiently and effectively deployed.
- Review and make improvements to systems and processes within the team, which enable maximum efficiency to be delivered, and enhances the student experience.

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.
- Deliver your day-to-day duties consistently.
- 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 – Data and Exams Manager

	Essential	Desirable	How assessed*
QUALIFICATIONS			
A Degree or equivalent relevant qualification, and/or relevant substantial experience	√		AF/Cert
English and maths grade A – C GCSE or equivalent	√		AF/Cert
Management qualification		√	AF/Cert
Evidence of recent CPD	√		AF/IV
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Has substantial, recent experience of operational leadership and management roles within an educational environment.	√		AF/IV
Knowledge and/or experience of delivering shared services provision. Can demonstrate the ability to adapt the service and systems to meet the needs of the customer and identify ways of improving standards.	√		AF/IV
Successful track record of influencing teams to achieve service performance indicators.	√		AF/IV
Experience of preparing for and undergoing funding and quality audits	√		AF/IV
Experience of data analysis and interpretation	√		AF/IV
Knowledge of the funding environment for all types of funding streams	√		AF/IV
Understanding of education and the related quality assurance processes	√		AF/IV
Project management experience		√	AF/IV
SKILLS AND ABILITIES			
Ability to collate, analyse, interpret and report on data	√		AT
Strong strategic vision for improving and enhancing the student experience	√		AF/IV
Ability to use Microsoft Excel and Access at a level commensurate with the job role	√		AT
Ability to deal with new concepts, particularly IT applications	√		AF/IV
Strong leadership and management skills	√		AF/IV
Ability to meet deadlines and work under pressure to a high level of accuracy	√		AF/IV
Excellent problem solving and decision making skills. Can demonstrate the ability to consider the wider impact of decisions, assesses possible outcomes and their likelihood.	√		AF/IV
Excellent planning and organisation skills. Can demonstrate the ability to agree objectives and requirements for the team or area of operation.	√		AF/IV
Excellent oral and written communication skills	√		AF/IV
Excellent interpersonal and networking skills	√		AF/IV
Professional and responsive attitude and behaviour towards colleagues and clients	√		AF/IV
Ability to motivate and inspire others to reach organisational goals and deadlines	√		AF/IV
Able to develop self and others	√		AF/IV
Ability to travel between all of the College sites	√		AF/IV
Ability to work flexibly, including evening and weekend work	√		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