**MEADOWBROOK COLLEGE**

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**JOB DESCRIPTION**
**Exams Officer /Administrator**

**Responsible to: Business Manager**
**Grade:** **Grade 7 Pt 13-17 £19,799.96 -£21,431.07 pro rata**
**Hours:** **37 Hours per week, 39 weeks per annum + 2 days in August for exam results**

**Main Purpose of Job**

- To be responsible for managing the effective and efficient administration of external and internal examinations in accordance with the Joint Council for Qualifications (JCQ) regulations (on behalf of the JCQ member awarding bodies[1]) and/or awarding body rules for exams administration in a consistent and secure fashion, thereby helping to maintain the integrity of the assessment process
- To support the Head of centre in ensuring that the centre is compliant with the JCQ regulations and awarding body requirements in order to ensure the security and integrity of the examinations/assessments at all times
- To act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments
- To closely liaise with key stakeholders (external and internal) to ensure exams administration processes are strictly followed and key deadlines met
- To ensure examinations are conducted in accordance with the regulations
- Through taking an ethical approach and working proactively to avoid malpractice among students and staff, supports the head of centre in taking all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during the course of and after examinations have taken place

## Exams Officer Responsibilities

**KEY TASKS**
**Before examinations**
Planning

- Maintain and develop systems to manage and coordinate all aspects of the exams administration process
- Research and understand qualifications and how they are assessed
- Identify and access relevant support available from external stakeholders (Awarding bodies/JCQ/Network group/The Exams Office etc.)
- Comply with JCQ and awarding body regulations, guidance and instructions and keep abreast of developments/changes/updates
- Effectively use JCQ and awarding body online tools where required (e.g the Centre Admin Portal (CAP), secure extranet sites)
- Oversee (as the main administrator) and manage appropriate access rights for relevant internal stakeholders using JCQ and awarding body online tools
- Manage own time effectively to ensure key tasks are undertaken and external key dates and deadlines are met (Achieved by creating and working to an annual exams plan)
- Communicate clear internal deadlines and processes for gathering/sharing exam-related information from/with relevant internal stakeholders
- Brief candidates/staff/parents/carers on examination regulations and requirements
- Actively support the head of centre in co-operating with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit
- Annually confirm the information required by the National Centre Number Register (as administered by OCR on behalf of the JCQ) and informs of any changes to centre status
- Manage arrangements to receive, check and store confidential question papers and examination material safely and securely at all times and for as long as required in accordance with the regulations

- Support the head of centre in managing potential conflicts of interest by informing the awarding bodies to timescale for each examination series and recording the measures taken to mitigate any potential risk to the integrity of the qualifications affected
- Contribute to the creation/review/update of exam-related policies/procedures as required by the regulations and accurately reflect working practices in the centre
- Support the Special Educational Needs Coordinator (SENCo) (or equivalent role) in implementing examination access arrangements and reasonable adjustments for eligible candidates (processing approval applications and requesting modified papers by the published deadlines)

Entries

- Observe the awarding bodies' published terms, conditions and processes for the registration or entry and withdrawal of candidates for their examinations/assessments
- Register or enter candidates for an examination or assessment in accordance with the awarding bodies' published procedures and published deadline for that qualification
- Implement processes and liaise with relevant internal stakeholders to gather correct entry information to internal deadlines implementing strategies to avoid late (or other penalty) fees
- Maintain required identifiers for each candidate entered for an examination/assessment and enter candidates who are on roll at the centre as internal candidates
- Verify the identity of all students that are entered for examinations/assessments
- Effectively use internal and external IT systems to submit and manage awarding body registration and entry data
- Liaise with Finance to ensure fees are paid as instructed and at the time specified by the awarding bodies
- Submit any applications for transferred candidate arrangements in accordance with the awarding body requirements
- Liaise with relevant internal stakeholders to ensure final entries/registrations that have been submitted to an awarding body are regularly monitored, submitting timely changes (amendments/withdrawals) to ensure candidates take the correct papers at the correct time and enabling awarding bodies' to deliver accurate results to the centre

Pre-exams

- Work with the SLT lead onsite to ensure invigilators are up to date with available training
- Manage the arrangements for the timetabling, rooming, seating, resourcing and invigilation of examinations in accordance with the regulations and with the SLT on site
- Effectively resolve exam timetable clashes and manage overnight supervision arrangements (where arrangements may be required after all other options have been explored) in accordance with the regulations
- Ensure all candidates are notified of their examination entries and the dates and times of their examinations/assessments in accordance with the regulations
- Ensure all candidates are aware of the JCQ and awarding body information and regulations regarding the conduct of their examinations/assessments in advance of these taking place
- Confirm relevant internal stakeholders complete administrative tasks associated with centre assessed work in an accurate and timely manner in accordance with the requirements of awarding bodies and moderators
- Support the Special Educational Needs Coordinator (SENCo) (or equivalent role) in implementing examination access arrangements or reasonable adjustments for eligible candidates (appropriate arrangements for rooming, resourcing, facilitation, invigilation etc.)
- Effectively manage arrangements for the secure storage and dispatch of examination scripts for marking

**During examinations**
Exam time

- Effectively manage the conduct of examinations in accordance with JCQ regulations and/or awarding body rules

- Ensure all exam accommodation is prepared in accordance with the requirements
- Inform the JCQ Centre Inspection Service of any alternative site that may be used by the centre to conduct timetabled examinations
- Manage unexpected issues/irregularities which may affect the conduct of examinations

- Support the head of centre in investigating and reporting cases of suspected or actual malpractice in connection with an examination as required by the JCQ and awarding bodies
- Manage emergency access arrangements for eligible candidates as the need may arise during exam time
- Maintain the confidentiality and security of candidates' responses and dispatch scripts according to the requirements
- Submit to the published timescales, relevant follow-up reporting to awarding bodies' in relation to the very late arrival of candidates for examinations and applications for special consideration where candidates meet the published criteria

**After examinations**

Results and Post-Results

- Ensure candidates and relevant internal stakeholders are aware of processes, key dates and deadlines in relation to the issue of results and the arrangements for post-results services
- Plan, prepare for, and manage the restricted release of results and the distribution of provisional statements of results in accordance with JCQ regulations and/or awarding body rules
- Effectively use internal and external IT systems to access and manage awarding body results information
- Understand awarding body results indicators and provide support for relevant internal stakeholders in accessing results reports/analysis tools
- Effectively use external IT systems to administer post-results services in accordance with the regulations to the published deadlines
- Manage and administer the receipt, distribution and retention of examination certificates according to the regulations

**OTHER**

- Undertake training, update or review sessions as required
- Undertake other duties appropriate to the grade and responsibilities of the role as may be required by the head of centre/SLT responsible for examinations, for example:
- The preparation for and conduct of internal examinations under external examination conditions

**Administrator Responsibilities**

**KEY TASKS**

- Work collaboratively with the administration team to provide a high standard, efficient and effective administration support to the Meadowbrook teams
- Comply with Meadowbrook College policies and procedures in regard to safeguarding and child protection
- Develop knowledge, skills and expertise in association with the role
- Work flexibly to meet the demands of the various tasks, variation in workload and deadlines

**GENERAL ACCOUNTABILITIES**

- Process and respond promptly to incoming communications (post, telephone, fax, email, face to face), accurate message taking, copying and distributing information as necessary
- Produce a range of documents including letters/emails and presentations to a good standard by the required deadline.
- Produce and submit reports/returns as required and to deadlines.
- Use electronic and manual filing systems with due regard to security and confidentiality.
- Undertake general clerical and administrative tasks to support the programmes as required (e.g. post processes, photocopying, scanning).
- Comply with individual responsibilities for health & safety in the workplace including taking action to reduce the risk to self and others and contributing to the maintenance of a health and safe working environment and maintain a secure, accessible and fit for purpose work area
- Ensure that all duties and services are provided in accordance with Meadowbrook College standards, policies and procedures.
- Undertaking such other duties as may reasonably be required of you commensurate with your grade of the post as required in support of the Headteacher and Business Manager.

**OTHER ADMINISTRATIVE RESPONSIBILITIES**

- The nature of this post will require flexibility to meet urgent work needs as they arise.
- A review of this job description will be carried out as part of the annual appraisal.

# Person Specification
## Exams Officer / Administrator – Grade 7

| | Essential | Desirable |
|---|:---:|:---:|
| **Qualities** | | |
| Honesty | ✓ | |
| Integrity | ✓ | |
| Calmness under pressure | ✓ | |
| **Experience** | | |
| Working in and administration environment | ✓ | |
| Working in a school/college environment | | ✓ |
| Managing own workload | ✓ | |
| Managing the examination process within an educational setting | | ✓ |
| Completing tasks to deadlines | ✓ | |
| Working on several different projects/areas at the same time | ✓ | |
| Advising senior leadership teams | | ✓ |
| Dealing with confidential matters | ✓ | |
| Using online tools | ✓ | |
| Complying with the requirements of regulatory bodies | ✓ | |
| Working with databases and managing data input | | ✓ |
| **Knowledge, skills and abilities** | | |
| Manage and maintain the integrity and confidentiality of the exams system | ✓ | |
| Communicate clearly and concisely both orally and in writing (High standard of verbal and written communication skills) | ✓ | |
| Interact with others in a positive way (Effective interpersonal skills working with a range of internal and external stakeholders) | ✓ | |
| Proficient in the use of a range of IT software packages | ✓ | |
| Analyse data | | ✓ |
| Aware of the Joint Council of Qualifications (JCQ) regulations or equivalent | | ✓ |
| Aware of current developments in the secondary school college/curriculum and examination systems | | ✓ |
| Time management and planning skills to prioritise workload and balance conflicting demands to meet strict deadlines | ✓ | |
| Work with high degree of accuracy | ✓ | |
| Work well under pressure | ✓ | |
| Work flexibly | ✓ | |
| Aware of qualifications contributing to performance tables (school and/or college performance measures) | | ✓ |
| Work without close supervision | ✓ | |
| Work well both as part of a team and independently, demonstrating initiative (Regularly review own (and team's) work and take the initiative to suggest ideas to make improvements) | ✓ | |
| Follow relevant policies, procedures and regulation to complete work | ✓ | |
| Adapt quickly to changes to regulations and processes | ✓ | |
| Deal with enquiries in a professional and sensitive manner | ✓ | |
| Handle challenging conversations with confidence and sensitivity | ✓ | |
| Work in a confidential manner and observe and adhere to data protection regulations – e.g. Data Protection Act 2018 and General Data Protection Regulation (GDPR) | ✓ | |

| | | |
|---|:---:|:---:|
| Commit to safeguarding and promoting the welfare of young people | ✓ | |
| Undertake relevant training and development opportunities | ✓ | |
| **Education/training and knowledge** | | |
| English Language and Mathematics GCSE Grade C or above (or equivalent) | ✓ | |
| Knowledge of exam board procedures and qualifications | ✓ | |
| ECDL or formal training in relevant software packages | | ✓ |
| NVQ2 or equivalent in Administration | | ✓ |
| NVQ2 or equivalent in Customer service | | ✓ |
| HR qualification | | ✓ |
| First Aid Training | | ✓ |
| Use of Google apps for education or Google docs, sheets etc | | ✓ |