



Support Staff Job Description

Name:	Vacant	Post:	Examinations Officer
At Durham Johnston Comprehensive School everyone's first responsibility is to work towards fulfilment of the school plan. While job descriptions vary, our common commitment to the welfare and success of our young people does not.			
Reporting to:	Headteacher, Leadership Group		
Responsible for:	The management of all public and internal examinations processes.		
Contract:	Permanent (subject to a 6 month probationary period) 37 Hours per week Term time only (38 weeks) plus 2 weeks		
Working Time:	Monday to Thursday 7.30am - 3.30pm, Friday 7.30am – 3.00pm (including 30 minutes unpaid for lunch)		
Grade:	JE Unique Reference No: N6858 Grade 6 (SCP 11-17)	Salary:	£28,142 – 31,022 (pro-rata)
Disclosure level	Enhanced		

GENERIC DUTIES

1. To promote the aims of the school plan.
2. To promote the smooth and effective functioning of Durham Johnston.
3. To participate in appropriate meetings.
4. To celebrate and encourage the achievements of the students.
5. To promote good order and discipline in school.
6. To liaise with colleagues where appropriate.
7. To take part in in-service training and performance management.
8. To promote a pleasant environment in school.
9. To follow procedures in the Staff Handbook.
10. To follow the procedures and instructions of the LA and the Governing Body.
11. To work at the reasonable direction of the Headteacher.

Purpose of the role

- To be responsible for managing the effective and efficient management and administration of all external (and internal) examinations in accordance with the Joint Council for Qualifications (JCQ) regulations (on behalf of the JCQ member awarding bodies) and/or awarding body rules and requirements for exams administration in a consistent and secure fashion, thereby helping to maintain the integrity and security of the examination and assessment process.
- To provide support, advice and guidance to the head of centre / senior leadership team in ensuring that the centre is compliant with the JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations and 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.
- To understand JCQ and awarding body key dates and deadlines and have in place robust procedures to ensure these are met.
- To ensure examinations are conducted in accordance with all relevant 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 (which includes maladministration) before, during the course of and after examinations / assessments have taken place.

Main duties and responsibilities

Duties and responsibilities outlined below apply to both internal (Mock examinations) and external examinations.

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/National Association of Examinations Officers/The Exams Office, etc.)
- Comply with JCQ and awarding body regulations, guidance and instructions and keep abreast of developments/changes/updates
- Effectively use the tools within JCQ's shared services² and awarding bodies' online systems and in compliance with awarding bodies' Multi-Factor Authentication (MFA) requirements
- Ensure familiarity with the centre's Management Information System (MIS)
- 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 update (as managed by Cambridge OCR on behalf of the JCQ awarding bodies) and informs of any changes to centre status
- Manage arrangements to receive, move, check and store question papers and confidential materials 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 and annual 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) in implementing examination access arrangements and reasonable adjustments for eligible candidates (processing approval applications and requesting modified papers by the published deadlines)

Entries

- Follow each awarding body's terms and conditions for the registration, entry and timely withdrawal of candidates for their examinations and assessments
- Accurately register or enter candidates for an examination or assessment in accordance with the awarding body's published procedures for that qualification
- Submit registrations, examination entries and certification claims by the deadline(s) and comply with the requirements of the specification, including any terminal rules which must be met at the point of certification
- 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 or 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 or assessments
- Effectively use internal and external IT systems to submit and manage awarding body registration and entry data
- Liaise with the Finance Department 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 JCQ/awarding body requirements
- Liaise with relevant internal stakeholders to ensure final entries 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

- Recruit, train, update and manage a team of invigilators
- Manage the arrangements for the timetabling, rooming, seating, resourcing and invigilation of examinations in accordance with the regulations
- Effectively resolve any exam timetable clashes and manage overnight supervision arrangements (where arrangements may be required as a last resort once all other options have been exhausted) 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 prior to these taking place
- Inform the JCQ Centre Inspection Service where it is intended that a timetabled examination for any candidate(s) will be conducted at an alternative site
- 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 requirements
- Ensure all exam accommodation is prepared as required by the regulations
- Effectively deploy fully trained invigilators to exam rooms in accordance with the requirements
- Manage unexpected issues or irregularities which may affect the conduct of examinations
- Ensure procedures are in place to verify the identity of all candidates at the time of the examination
- Support the head of centre in investigating and reporting any cases of alleged, suspected or actual incidents of malpractice or maladministration 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 grade boundaries and the distribution of provisional statements of results in accordance with JCQ regulations and/or awarding body requirements
- 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

- Acquire/evidence a thorough knowledge of JCQ and awarding body regulations and requirements
- Acquire/develop the skills required to undertake the role effectively and efficiently
- To successfully complete/adhere to the Exams Officer Professional Standards on an annual basis by ensuring a thorough knowledge and understanding of JCQ and awarding body regulations and processes, developing/acquiring the key skills needed to perform the role effectively, and signing, and agreeing to comply with, the Exams Officer Professional Standards Values and Attributes statement
- Undertake regular Continuing Professional Development (CPD) and engage in the centre's Appraisal/Professional Development Programme
- Undertake annual cyber security training
- Undertake other 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/member(s) of the senior leadership team responsible for examination and assessment administration, for example:
 - the preparation for and conduct of internal examinations/assessments under external examination conditions
 - contribute to the first aid rota (training provided)
 - any other administrative tasks

This job description is current at December 2025, but following consultation with you, may be altered to reflect or anticipate changes in the job which are commensurate with the salary and job title. All posts will be reviewed annually.

Signed:

Date:

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and training	<ul style="list-style-type: none"> GCSEs (or equivalent) including English and Mathematics Understanding of data protection, confidentiality, and safeguarding requirements 	<ul style="list-style-type: none"> Good working knowledge of JCQ regulations and exam board requirements (e.g. AQA, Edexcel, OCR, WJEC) Relevant administrative or examinations qualification Up-to-date JCQ training or certification Knowledge of access arrangements and special consideration processes
Experience	<ul style="list-style-type: none"> Working with confidential and/or sensitive materials Managing time and workload to meet deadlines Strong administrative experience in a regulated, deadline-driven environment Experience of working with tight deadlines and managing multiple priorities 	<ul style="list-style-type: none"> Working in a school/college or administration environment Managing the administration of examinations Managing other members of staff, such as invigilators Using a management information system (MIS) Working with awarding bodies and regulatory organisations, e.g. JCQ Complying with statutory regulations set by external bodies
Skills and knowledge	<ul style="list-style-type: none"> High standard of communication (verbal and written) Polite and effective interpersonal skills Competent with common IT systems, e.g. Microsoft Office, Time management and planning Ability to work flexibly and quickly under pressure Ability to work across multiple projects and deadlines Ability to follow policies and procedures set by the school and external agencies High level of accuracy and attention to detail Ability to interpret and apply complex regulations Ability to work independently and use initiative Calm and methodical approach under pressure, particularly during exam periods 	<ul style="list-style-type: none"> Strong problem-solving skills in a high-pressure environment Experience contributing to policy or procedure development
Personal qualities	<ul style="list-style-type: none"> Organised Ability to keep calm under pressure Ability to work well in a team, and independently High level of integrity, discretion, and confidentiality Reliable, flexible, and professional Ability to work effectively with staff, students, parents, and external agencies 	<ul style="list-style-type: none"> Proactive and forward-thinking approach Commitment to continuous professional development Positive, solution-focused mindset