

## DESCRIPTION OF POST

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| <b>Job Title:</b>                | <b>Assessment &amp; Examination Manager</b>                                                                                                |
| <b>Size of Post:</b>             | 27 hours per week x 52 weeks per annum                                                                                                     |
| <b>Conditions of Service:</b>    | Local Government Conditions of Service                                                                                                     |
| <b>Grade &amp; Scale Points:</b> | LBR 7 (points 29 – 31)                                                                                                                     |
| <b>Hours:</b>                    | As agreed with line manager and according to the demands of the examinations schedule. This will include occasional evenings and Saturdays |
| <b>Line Manager:</b>             | Assistant Principal: Adult Skills                                                                                                          |

### A. Overall Purpose of Job

1. To manage the implementation of successful examination and assessment administration and delivery
2. To ensure robust systems and processes are in place to implement exams and other external assessment processes successfully and in accordance with Institute and awarding organisation policies and procedures

The post-holder will have line management responsibility for the Exams team and Invigilators

### B. Main Duties and Responsibilities

1. To ensure robust arrangements are in place to verify student ID
2. To liaise with Curriculum Managers to identify when relevant examinations and assessments are to be scheduled in a given year
3. To advise on changes to awarding organisation examination procedures and disseminate these, recommending appropriate changes to Institute processes and policies to SLT
4. To schedule and manage the implementation of a calendar of key examination/assessment activities
5. To liaise with Student Services and examining organisations to ensure appropriate support is in place for learners with specific needs and who require access arrangements and ensure that deadlines for submission of documentation is adhered to
6. To manage the process of examination and assessment entry with awarding organisations
7. to organise and manage the programme planner which the exams team use to determine and track exams/assessment dates, workflow of forms, registrations, IQA decisions, assessment claims, certificates and results
8. To maintain up to date assessment and examination administration information on relevant internal or external databases
9. To liaise with MIS colleagues to ensure timely flow of results
10. To deploy invigilators for examinations as required
11. To organise on-line assessments with curriculum teams and ensure necessary support staff are available and in attendance
12. To liaise with awarding organisations acting as key point of contact for external agencies and work through colleagues to successfully complete work by strict deadlines.
13. To provide up to date information regarding assessors and IQAs to the awarding organisations and to liaise with external examiners and assessors
14. To advise and liaise with facilities staff to secure appropriate examination accommodation.
15. To manage the arrival and dispatch of examination documentation such as examination papers, scripts and results, checking all papers from awarding organisations are correct and keeping these secure at all times
16. To ensure quality of downloaded and reproduced assessment and exam papers reflect original scripts
17. To assist curriculum staff in gaining Centre Approval for new awards
18. To advise curriculum teams on the implementation of assessment in line with awarding organisation procedures
19. To manage the timely processing of all direct claim achievements
20. To arrange re-sits for examinations where required
21. To work with Student Services to develop and maintain an effective system for the release of external certificates and release of portfolios
22. To circulate exam and course result reports to managers promptly
23. To report on number of “no shows” at external assessments

- 24. To provide direct line management to the examinations team
- 25. To brief invigilators and ensure they have the skills and capabilities to fulfil the role successfully
- 26. To implement regular performance monitoring and accountability processes that ensure continuous improvement in service delivery

### **C. General Duties**

- 1. To act as Duty manager on term time evenings and Saturday mornings in line with the duty manager rota
- 2. To participate in performance review and continuous professional development (CPD) developing required knowledge, understanding and skills to deliver responsibilities effectively
- 3. To positively promote the Institute in all contact and communication with the public and learners
- 4. To follow all Institute policies and procedures
- 5. To undertake any other duties as may be reasonably requested commensurate to the level of experience and responsibility expected including supporting other teams at peak times

#### D. Person Specification: Examinations and Assessments Manager

| Specification                                                                           | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Desirable                                                                                                                                                                                                                                                                           |
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| <p><b>Education and Training</b></p> <p>Formal qualifications and relevant training</p> | <ol style="list-style-type: none"> <li>1. NVQ Level 3 or general education to A Level standard or equivalent education/training or professional experience</li> <li>2. A nationally recognised qualification in English and Maths to Level 2 - GCSE A*-C grade</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                      | <ol style="list-style-type: none"> <li>1. Relevant professional qualification</li> <li>2. Exam body training for exam administration</li> </ol>                                                                                                                                     |
| <p><b>Experience</b></p> <p>Ability to undertake duties of the post</p>                 | <ol style="list-style-type: none"> <li>1. Successful experience in managing staff</li> <li>2. Proven experience of managing systems and processes</li> <li>3. Extensive experience of examinations administration</li> <li>4. Experience of working with a range of people within and outside an organisation</li> <li>5. Experience of operating in accordance with legal and regulatory requirements</li> <li>6. Proven experience of working to strict deadlines</li> <li>7. Experience of producing management data</li> </ol>                                                                                                                             | <ol style="list-style-type: none"> <li>1. Experience of working in a management information environment in an adult or further education setting</li> <li>2. Experience of working within quality frameworks</li> <li>3. Experience of providing staff training sessions</li> </ol> |
| <p><b>Skills and Knowledge</b></p>                                                      | <ol style="list-style-type: none"> <li>1. Excellent verbal and written communication skills</li> <li>2. High level of IT skills, particularly in spreadsheets, databases, word and outlook</li> <li>3. Excellent and effective organisational skills</li> <li>4. Good problem solving skills</li> <li>5. Good research skills</li> <li>6. Ability to plan and prioritise work, to work to deadlines and to achieve results working with and through colleagues</li> <li>7. Ability to handle multiple tasks, re-prioritising as required</li> <li>8. Ability to manage change</li> <li>9. Ability to sustain own motivation and that of other staff</li> </ol> | <ol style="list-style-type: none"> <li>1. Knowledge of an appropriate learner database</li> </ol>                                                                                                                                                                                   |
| <p><b>Personal Qualities</b></p>                                                        | <ol style="list-style-type: none"> <li>1. Take responsibility for own work and maintain high professional standards</li> <li>2. Work independently, acting on own initiative as well as work as part of a team to deliver work through others</li> <li>3. Flexible approach responsive to internal and external customer needs</li> <li>4. Commitment to positive and problem solving team work</li> <li>5. Offer solutions and work towards resolving underlying issues</li> <li>6. Positive attitude to change</li> </ol>                                                                                                                                    |                                                                                                                                                                                                                                                                                     |

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|  | <ol style="list-style-type: none"><li>7. Positive and calm attitude when dealing with deadlines and stakeholders</li><li>8. Commitment to continuous professional development</li><li>9. Good team worker</li><li>10. Ability to judge when to make decisions, when to consult others or when to defer to senior managers</li><li>11. Understanding of people and appropriate sensitivity toward them, including awareness of confidentiality and equal opportunity</li><li>12. Ability to respond positively to external and internal stakeholders</li></ol> |  |
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