

	<b>Job Title</b>	Examinations Officer
	<b>Department</b>	Regeneration and Environment
	<b>Section</b>	Employment, Skills and Enterprise
	<b>Grade</b>	Scale 6
	<b>Reports to</b>	MIS Manager
	<b>Staffing Responsibility</b>	None
	<b>Organisation</b>	<i>See attached organisation chart</i>

**Job Purpose:**

1. To undertake the necessary duties to ensure that Brent Start functions effectively as an accredited examination centre.
2. To support managers in the effective administration of examinations and accreditation processes and the collection/recording of management and learner information.
3. To provide administrative support for teaching staff and other managers.

**Principal Accountabilities and Responsibilities:**

1. To input data regarding entries to awarding bodies in advance of deadlines and qualification outcomes into the Brent Start MIS systems accurately and to provide reports as required.
2. To co-ordinate the daily running of examinations, ensuring that rooms, resources and invigilators are available and properly prepared for each exam, and to have contingency plans in place should disruption occur (e.g. due to emergency, weather conditions, etc.)
3. To provide safe custody of and organise examination stationery and materials, including question papers and the collection and despatching of scripts.
4. To ensure compliance with JCQ and awarding body regulations.
5. To oversee and take responsibility for organising payment of fees.
6. To liaise with all staff regarding entries, awarding body changes, publications and secure site logins.
7. To advise on and process enquiries about results and requests for return of scripts.
8. To disseminate information, answering enquiries and dealing with complaints regarding external examinations with staff, students and any parents/carers.

9. To liaise with the Additional Learning Support team and other teachers regarding provision of appropriate exam support and access arrangements for students with special requirements.
10. To support Programme Leaders and Service Managers in ensuring students are given necessary information relating to their exams and to resolve any exam clashes.
11. To co-ordinate the receipt and distribution of results and certificates.
12. To advise the Quality Manager on the development and implementation of all required examination Policies and Procedures.
13. To observe at all times strict rules of confidentiality appropriate to the post and in line with Data Protection legislation.
14. Carry out duties with due regard to the council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.
15. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.
16. Undertake any other duties commensurate with the general; level of responsibility of this post.

<b>DBS Status</b>	No check required
<b>Politically Restricted</b>	No

# Person Specification

## Job Knowledge, Skills & Experience:

### Knowledge and Qualifications:

- Good knowledge and understanding of the documentary requirements, controls and procedures associated with examinations and assessment.
- Grade C or higher in GCSE English and Maths (or the equivalent).
- Understanding of good customer care practice and equal opportunities

### Experience:

- Previous experience of using a complex database, or the ability to learn these skills.
- Experience of managing sensitive and/or difficult situations in a calm manner.
- Experience of working with exam boards.
- Experience of providing information to the public, using good communication skills

### Skills and Abilities:

- Possession of excellent communication skills (written, listening, oral and presentation) including the ability to negotiate effectively and to argue clearly and grammatically on paper.
- Ability to work quickly, flexibly, effectively and positively in response to requests made at short notice. Ability to prioritise and organise work within deadlines.
- Ability to obtain and accurately record information
- Ability to use and manipulate databases and spreadsheets effectively using standard IT packages e.g. Excel, Word, Outlook, etc.
- Ability to effectively deal with and resolve complex enquiries, requests, complaints or transactions
- Ability to work on own initiative and as part of a team