

Job Description

(This is a description of the job as it is at present constituted. It may be necessary, from time to time, to update Job Descriptions to reflect the changing business need in consultation with yourself).

POST TITLE: Exams Officer (Brockenhurst College)

BASED: Mainly based at customer college campuses, in particular the Brockenhurst College campus. There will be a requirement to travel to other college campuses and WESS Head Office, Redlands as work flow commands.

SALARY: £22,442 per annum pro rata

RESPONSIBLE TO: Deputy Learner Data Services Manager

OVERALL PURPOSE:

Working for a shared service that delivers support services for multiple colleges, you will be working within the team that oversees the student records and data services at WESS customer colleges.

While a good mix of skills is required to perform the job, more important is having the ability to learn, take ownership and drive to improve processes.

PRINCIPAL DUTIES ARE TO:

- Be up to date and regularly share the expertise and knowledge for delivering all aspects of examinations.
- Work closely and support the Management team in the delivery of the services.
- Work with the necessary depts. to ensure that all access exam arrangements and other special arrangements are in place as per JCQ and Awarding Body guidance.
- Co-ordinate processes to provide the administration of Learner data examination and achievement events within the teams remit delivering an audit and JCQ Regulations compliant service.
- Maintain all examination processes and be accountable for accurate efficient data records.
- Ensure that a good customer service is always delivered and that the learner and/or staff colleague are advised correctly as required.
- Ensure an enquiry and advisory based service is delivered in order to help college colleagues and learner gather the information as required.
- Be registered as the Centre's Exam Officer and/or Head of Centre as appropriate.
- Oversee the daily operations and processes of the Exams Service provision ensuring that the service is available as per customer college requirements.

MAIN RESPONSIBILITIES ARE TO:

The successful candidate in this post will;

- Ensure that the learners and relevant customer college departments receive the necessary guidance, documentation and support relevant for any given event scheduled.
- Ensure that all necessary documentation is collected from the relevant customer college departments in order to be re-distributed as per external examination guidelines, customer college guidelines and key performance indicator policies set by the department.
- To work closely with the Learner Data Management team in the flow of data and requests as necessary.

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- Work closely with the Exams Co-ordinator and your line manager to ensure that all exam events are being delivered within the agreed timelines with all the necessary adjustments for access exam arrangements and special exam requests.
- Take payments from learners in respect of their exams and to ensure College procedures are followed in relation to the handling of monies.
- Organise the distribution and presenting of exam certificates throughout the year as per college request.
- Maintain an effective and efficient filing system for learner registration forms, data capture amendment forms etc. in accordance with departmental policy.
- Ensure all qualification results are entered accurately in a timely manner onto the Management Information system in accordance with SLAs.
- Assist with the resolution of queries and problems related to the data processed by the team.
- Contribute to cross partnership improvements and projects in learner data capture and processing as necessary.
- Work with partnering WESS MI & Funding Team Leaders and Management as necessary in order to deliver your service within the wider context of the Departments remit.
- Assist with ensuring all necessary staff are trained in the most up to date processes in order to deliver the service.
- Demonstrate at all times a commitment to customer service and continuous improvement.
- Undertake personal professional development.
- Undertake any other duties, commensurate with the grade of the post that may be reasonably required.
- Assist with the induction and training of staff responsible to your line manager.
- To attend workshops, user group meetings, seminars and undertake any training and development, as required.
- To pursue the achievement and integration of equal opportunities throughout all of the company's activities
- To undertake such other reasonable duties as the line manager may require from time to time and review this Job Description at least annually with the line manager
- Assist in departmental administrative duties as required.
- Respond to queries for both internal and external customers
- Take appropriate responsibility to ensure health and safety and Data Protection requirement are met.

***The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post.**

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PERSON SPECIFICATION

DEPARTMENT	JOB TITLE/GRADE	PERMANENT/TEMPORARY	WEEKLY HOURS
Management Information & Funding Shared Services	Exams Officer	Permanent	37

CRITERIA	ESSENTIAL <i>Requirement necessary to perform the job efficiently.</i>	DESIRABLE <i>Where available, elements which contribute to improved/enhanced performance in the job.</i>
SKILLS	<ul style="list-style-type: none"> • Ability to deliver on multiple workloads within time restraints • Ability to work under own initiative or as part of a team • Ability to work to a high level of accuracy and attention to detail • Ability to solve an error/problem in a logical and structured manner • A skilled troubleshooter • To be data orientated with the ability to input accurately and analyse as required • Ability to master data systems and processes efficiently and effectively 	<ul style="list-style-type: none"> • Understanding of student data in a complex education institution • Understanding of data quality issues • Excellent organisational and time management skills
QUALIFICATIONS	<ul style="list-style-type: none"> • Level 3 qualification • 5 GCSE's (at grade C or above) including maths and English 	<ul style="list-style-type: none"> • IT qualifications • Degree or equivalent • Customer Service qualifications
EXPERIENCE	<ul style="list-style-type: none"> • Experience of following processes and procedures • Experience of working to tight deadlines • Experience of cash handling and following financial policies 	<ul style="list-style-type: none"> • Experience in working in an auditable environment • Problem Solving skills

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	<ul style="list-style-type: none"> • Experience of delivering a good customer service 	
<p>SPECIAL REQUIREMENTS</p>	<ul style="list-style-type: none"> • Willingness and ability to learn new skills • Ability to self-teach new technologies and concepts • Friendly, helpful and approachable • Willingness to work evenings at certain points of the years during busy periods • Willingness to travel to work on different sites including Head Office as required 	<ul style="list-style-type: none"> • Valid UK driving licence would be advantageous due to requirement of sometimes working at various sites