



Role Description

Business Area

MIS & Exams

Job Title

Exams Assistant

Salary Scale

BS fixed point 24

Location

Hopwood Hall College

Accountable to

MIS & Exams Manager

Hours of Duty

36

Special working conditions

The post holder will at times be required to work at any location of the College now or in the future in the evening and at weekends.

Purpose

To contribute to the provision of a quality Exams service.

To develop and maintain a detailed understanding of the requirements of regulatory bodies with regard to examinations in order to provide a comprehensive and efficient service.

Duties

1. To be part of a team of staff providing examinations services to all customers (both internal and external)
2. To carry out the Registration of Learners with Awarding bodies, arranging Examinations (both online and paper based), arranging rooms and invigilators, dealing with data changes and updates, and ensure Qualification Achievement and claims are processed within the college guidelines.
3. To work with the MIS & Exams Manager in developing and maintaining high levels of customer service and responsiveness through all aspects of examinations provision.
4. To develop and maintain effective, supportive working relationships with all users of the service.
5. To operate auditable procedures with regard to the security of all examination material, and the processing of all learner data.
6. To work in conjunction with Curriculum colleagues to ensure that examinations are planned and delivered to ensure the best possible experience for learners, to facilitate them performing at their best.
7. To develop and enhance skills and knowledge of the student records management system (EBS), with particular expertise in the Exams related modules in order to deliver a consistently high level of data accuracy and efficiency of examinations service.
8. To assist in the preparation of data for external and internal reporting requirements.
9. To compile and input examination entries, exams timetabling, accommodation, concession and results data, and distribute / publish to relevant parties (including examining bodies, learners, colleagues and others.)
10. To provide support to and work collaboratively with other members of the MIS and Exams team as directed, in response to demand.
11. To ensure personal compliance with relevant policies and procedures and to make suggestions around service improvements based on individual experience of issues which arise during the performance of duties

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12. Ensure continuous development and improvement of professional knowledge.
13. Any other duties, of a similar level of responsibility, as may be required.

All staff are responsible for:

Children & Vulnerable Adults: safeguarding and promoting the welfare of children and vulnerable adults

Equipment & Materials: the furniture, equipment and consumable goods used in relation to their work

Health / Safety / Welfare: the health and safety and welfare of all employees, students and visitors under their control in accordance with Hopwood Hall College's safety policy statements

Equal Opportunities: performing their duties in accordance with Hopwood Hall College's Single Equality Scheme

Revisions and updates

This role description will be reviewed and amended on an on-going basis in line with organisational requirements dependant on the needs of the service

Person Profile

"The College supports the Skills for Life agenda and recognises the importance of all adults having functional literacy and numeracy whatever their role. All staff are therefore given the support to gain a level 2 qualification in literacy and / or numeracy if they do not already have one and all teaching staff are expected to promote the basic skills of their learners within their subjects."

Qualifications

Essential Criteria

Level 3 qualification or willingness to achieve within 1 year

Level 2 in English, Mathematics and IT Qualifications

How Identified: Application and certificates

Desirable Criteria

Full driving licence

How Identified: Application

Experience

Essential Criteria

Recent relevant experience in an office environment

How Identified: Application/Interview

Desirable Criteria

Experience of working in an Examinations team.

Experienced in using Student records systems or similar and Microsoft Office suite or similar.

How Identified: Application

Specialist Knowledge

Essential Criteria

Ability to work with IT systems and to ensure confidentiality.

How Identified: Application / Interview

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Desirable Criteria

Knowledge and use of EBS software
Knowledge of JCQ requirements and standards

How Identified: Application / Interview

IT Skills

Essential Criteria

Good IT skills including experience and competence with Microsoft Office

How Identified: Application / Interview

Competencies

Read this criteria in conjunction with the College Competency Framework – available on the intranet/internet.

1. Leading and Deciding	
1.1 Deciding and initiating action	Essential
1.2 Leading and supervising	Less Relevant

2. Supporting and Co-operating	
2.1 Working with people	Essential
2.2 Adhering to principles and values	Essential

3. Interacting and Presenting	
3.1 Relating and networking	Essential
3.2 Persuading and influencing	Desirable
3.3 Presenting and communicating	Desirable

4. Analysing and Interpreting	
4.1 Writing and reporting	Essential
4.2 Applying expertise and technology	Essential
4.3 Analysing data	Desirable

5. Creating and Conceptualising	
5.1 Learning and researching	Essential
5.2 Creating and innovating	Essential
5.3 Formulating strategies and concepts	Desirable

6. Organising and Executing	
6.1 Planning and Organising	Essential
6.2 Developing results and meeting customer expectations	Essential
6.3 Following instructions and procedures	Essential

7. Adapting and Coping	
7.1 Adapting and responding to change	Essential
7.2 Coping with pressures and setbacks	Essential

8. Enterprising and Performing	
8.1 Achieving personal work goals and objectives	Essential
8.2 Entrepreneurial and commercial thinking	Desirable

Hopwood Hall College is committed to guarantee an interview to people with disabilities who meet the minimum essential criteria for a vacancy and to consider them on their abilities.