

JOB DESCRIPTION

POST TITLE	:	Exams Officer
LOCATION	:	On site delivery
SCALE	:	Support Scale
SALARY	:	Up to £37,878
RESPONSIBLE TO	:	Head of Central Services
CLOSING DATE	:	4.30pm, Friday 16 January 2026
INTERVIEW DATE	:	Monday 26 January 2025

Main Purpose of the Post

To administer the Exams processes for the College, leading the Exams team and supporting cross College staff to ensure all Awarding Body and JCQ regulations are successfully met.

To undertake specific duties in fulfilment of the aims and activities of central services.

The successful candidate will have thorough knowledge of conducting public examinations, demonstrate excellent organisational skills and be experienced using student record systems and Exam modules.

Responsibilities

- 1 To develop, maintain and implement the College exams policies in line with JCQ regulations and awarding body requirements.
- 2 To support the development of policies and processes to ensure accurate administration and conduct of examinations in accordance with JCQ regulations and awarding body requirements.
- 3 To appropriately liaise with Awarding Bodies acting as a main point of contact for the centre in matters relating to the general administration of awarding body learner registrations, examinations and assessments.
- 4 To maintain and inform the development of systems to manage and coordinate all aspects of the examinations administration process, in liaison with the Head of Quality.
- 5 To work proactively to avoid malpractice/maladministration among learners and staff, supporting the head of centre and Head of Quality by taking reasonable steps to prevent the occurrence of any malpractice/maladministration before, during the course of and after examinations have taken place.

- 6 To follow each Awarding Bodies terms and conditions, processing accurate data relating to each learner's registration, entry, certification and timely withdrawal for all qualifications, examinations and assessments, ensuring audit compliance is maintained.
- 7 To register or enter candidates for an examination or assessment in accordance with the awarding bodies published procedures and deadlines for that qualification.
- 8 To manage arrangements to receive, check and store question papers and confidential examination materials safely and securely at all times, and for as long as required in accordance with JCQ and Awarding Body regulations.
- 9 To work collaboratively with the Learning Support team to ensure examination access arrangements and reasonable adjustments for eligible candidates are appropriate applied.
- 10 To ensure all Awarding Body deadlines are met and effectively use JCQ and awarding body online tools where required.
- 11 To operate a support/training service to ensure staff are aware of internal/external examination processes.
- 12 To ensure examinations are conducted in accordance with the regulations and to co-ordinate/undertake invigilation duties as required.
- 13 To ensure timely distribution of certificates to the learners from all College provisions and in accordance with GDPR regulations.
- 14 To provide a first-class level of customer service with all internal and external stakeholders.
- 15 Attends team meetings and briefings and supports staff development events.
- 16 Complete various relief duties as required.
- 17 To assure full compliance within the Division and more broadly across the College with key policies, notably the Student Code of Conduct, Single Equality, Health and Safety and Safeguarding.
- 18 To carry out such other duties as the Principal may reasonably require.

HOURS:

37 hours per week. A flexible approach to the working hours is required, in line with the needs of the College. Core hours are as follows:

Monday – Thursday: 8:40am – 5:00pm
Friday: 8:40am – 4:35pm
(One-hour lunch break each day)

PERSON SPECIFICATION

POST: Exams Officer

DIVISION: Central Services

QUALIFICATIONS

	Essential (E)/ Desirable (D)	To be identified by:
1 Good general education including 5 GCSE's or equivalent to at least Grade C including English	E	Application form
2 NVQ Level 3 in Business Administration or equivalent	E	Application form
3 Foundation Degree or equivalent	D	Application form

KNOWLEDGE/SKILLS

1 High level of skills with Microsoft Office Applications	E	Application form/ Interview
2 Confident in the use of bespoke software	E	Application form/ Interview
3 Awareness of Exams processes within an Educational setting	E	Application form/ Interview
4 Excellent written and oral communication skills	E	Application form/ Interview
5 Excellent organisation and planning skills	E	Application form/ Interview
6 Awareness of Safeguarding Legislation	D	Application form/ Interview
7 Ability to present statistical data	E	Application form/ Interview
8 Ability to adapt and prioritise and work in a pressurised and demanding role	E	Application form/ Interview

EXPERIENCE

1	Experience of working with effective management systems and administrative procedures	E	Application form/ Interview
2	Experience of Exam and Awarding Body protocols	E	Application form/ Interview
3	Experienced office practitioner who can prioritise work to deadlines, using their initiative and having a positive attitude	E	Application form
4	Experience in an Exams Officer position	D	Application form/ Interview

PERSONAL

1	Commitment to the delivery of excellent Support and customer service to internal and external stakeholders	E	Interview
2	Good teamworking skills and commitment to teamworking	E	Application form/ Interview
3	A commitment to ongoing professional development	E	Application form/ Interview
4	Enthusiasm for the role of further education in building and changing lives	E	Application Form/ Interview

STANDARD COLLEGE REQUIREMENTS

1	Commitment to College's Single Equality and Health & Safety Policies	E	Interview
2	The College is committed to safeguarding and expects all staff to share that commitment	E	Application form/ Interview/DBS/ References
3	Regular and Reliable Service (the College does not wish to appoint individuals with a high sickness record where there is no underlying medical reason)*	E	References/Occupational Health Assessment

**Note this does not affect any individual's rights under the Equality Act. The College wishes to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical. Disabled applicants who meet the essential criteria will be guaranteed an interview.*

