

Person Specification Exams Officer



Part A

The following criteria (experience, skills and qualifications) will be used to shortlist at the application stage:

Essential

- Experience of effectively operating a range of IT systems.
- Experience of prioritising, decision making and evidence of working effectively as part of a team.
- Ability to use own initiative and to negotiate with and influence others to solve problems
- Effective written and oral communication skills
- Experience of dealing effectively with difficult customers.
- Experience of dealing with Awarding Bodies and associated relevant legislation
- Experience of the management of examination entries
- Demonstrate a positive attitude towards change.
- NVQ Level 2 in Information, Advice and Guidance or a commitment to achieving this within 12 months of taking up the post

Part B

The following criteria will be explored at the interview stage

- Commitment to equalities and diversity in employment and service delivery.
- Committed to high standards of customer service.
- Effective oral communication skills.

Additional requirements

Flexible in approach to working hours as late finishes may be required to cover evening exams. It is anticipated that under normal circumstances only one night per week would be required until 2100hrs.