

#TRANSFORMINGLIVES

Recruitment Pack
Lead Exams
Administrator



Welcome and thank you for accessing this recruitment information pack.

Hartlepool College of Further Education is an exceptional college and we can trace our history back to 1849 – over 170 years. In this time the College has built up a reputation as one of the country's leading providers of vocational and technical education and this has afforded us the opportunity to deliver our mission – Excellence in further and higher education to transform students' lives.

Staff are aware of the College's history and that is incumbent on us, as the current custodians of the College, to do all we can to ensure the foundations are laid for the next 170 years – and beyond.

Times are exciting for the College with opportunities for further growth and development via the recent Further Education White Paper, announcements made in the March 2021 Budget and as the economy rebounds from the impact of coronavirus.

We moved into our current premises in 2011 and since this time investment has been made to ensure the facilities remain exceptional. This environment, which high on aspiration and a source of civic pride, helps us drive the high expectations we have of all our students. High expectations and standards of behaviour are also expected off all staff as the College embraces a culture of improvement, growth and development.

The College's curriculum is closely linked to the strategic economic priorities of the Tees Valley Combined Authority and North East Local Enterprise Partnership. We are proud of the work we do and feedback from students and employers is both a source of satisfaction and growth potential.

Thank you once again for visiting this site and in this recruitment pack you will find information related to:

- **The job description and person specification.**
- **The College's approach to recruiting ex-offenders.**
- **Reasons to work at the College**
- **The College's mission, expectations and behaviours**



Darren Hankey,
Principal and Chief Executive,
Hartlepool College of Further Education



Job Description:

Post Title: Lead Exams Administrator

Reporting To: Head of Data Services

Salary: Up to £24,254 per annum

Hours: Full-time, 37 hours per week

Holidays: 29 days per annum plus bank holidays

The Specific Nature of the Role

The Exams Team perform a wide variety of tasks which support the College's overall examination and assessment operations which relate to the annual exams calendar. The Lead Exams Administrator will be expected to support the Exams Officer and the Administration Team, embracing change in their role, and providing information in an accurate, timely and complete manner at all times.

Main Duties and Responsibilities

- Support the Examinations Team on a day-to-day basis, directing and co-ordinating the efforts of staff towards achieving deadlines and fulfilling responsibilities.
- Acquire and maintain up to date knowledge of exams systems, Awarding Body and JCQ regulations and support the Examinations Officer to ensure any changes and developments that affect the delivery of service in the Examinations Sector are implemented effectively.
- To deputise for the Examinations Officer as required and assist with the leadership and organisation of the Examinations Team to provide a coherent, high quality and efficient service.
- Establish and maintain good relationships with College staff, students and external awarding bodies and ensure the smooth running of the Examinations process, setting excellent customer service standards.
- Mentor new team members and support their progression.
- In conjunction with the Examinations Officer, work with the Team to develop and maintain guidance materials for operational purposes and to provide a greater understanding of the requirements of awarding bodies and the Exams service.
- Accurately process/data entry of exam registrations, entries and claims in accordance with awarding body and college regulations and deadlines and communicate these to all appropriate parties
- Enter, maintain and query student details onto computerised and manual records, using both Awarding Body web-based systems and College Management Information Systems.
- Providing administrative support on examination issues such as entering students for exams, arranging exam sessions – rooms, papers and invigilators, creating exam packs, despatching exam scripts, processing and recording results and answering student queries.
- Maintain the Examinations Office in accordance with JCQ Regulations to allow secure and organised receipt and dispatch of exam papers, scripts and any other examination materials.
- Recording and checking of achievements onto the College's Management Information System. Ensure the claiming of certification is processed in a timely manner, and work with stakeholders to deal with any related queries efficiently.
- Ensure that exam room conditions and arrangements are appropriate and comply with awarding body requirements and regulations and that examination areas are appropriately set up and resourced for both written and online tests
- Receive and distribute candidates' results and certificates and resolve issues that may arise from results in accordance with the relevant awarding body procedures

- Be trained as an invigilator and allocate other invigilators to examinations and assist the Examinations Officer with ensuring invigilators are trained to carry out their duties in accordance with JCQ regulations
- Maintain confidentiality and respond to requests for information from external agencies with due regard to College policy and the requirements of the Data Protection Act
- Promote and implement the policies of the corporation to ensure the efficient operation of its business and the welfare and interests of its students and employees commensurate with the grade of the post
- To perform such duties consistent with the position as may be required by the Principal from time to time.



Person Specification

Post Title: **Lead Exams Administrator**

It is expected that the successful candidate will be able to meet the following criteria:

| Criteria | Essential (E) or Desirable (D) | Where assessed |
|---|--------------------------------|----------------|
| 1. Fit in with the College's behaviour expectations and ethos | E | i, ii and iii |
| 2. Educated to GCSE grade C/4 in English and maths, or equivalent | E | i |
| 3. Educated to NVQ Level 3 in Business Administration or equivalent | E | i |
| 4. Has excellent knowledge of Microsoft Office suite | E | i, ii & iii |
| 5. Working knowledge of examination systems | D | i |
| 6. Good IT skills particularly College based systems | D | i |
| 7. Good organisational/administrative skills | E | iii |
| 8. Ability to work effectively as a member of a team | E | iii |
| 9. Ability to use own initiative when necessary | E | iii |
| 10. Ability to be flexible and adapt to changing circumstances | E | iii |
| 11. Ability to meet deadlines | E | iii |
| 12. Excellent customer service and administration skills | E | iii |

i – application form/letter (qualifications to be verified if successful)

ii – work-related activity

iii – interview