

Department:	Student & Information Services Division
Post:	Exams Manager
Grade:	Point 19-23, £35,158 - £39,441 per annum
Hours:	37 hours per week – full-year Working hours to be delivered flexibly as required across the year, meeting operational needs
Responsible to:	Head of Centre Director of SIS
Responsible for:	Exams Assistants & Invigilators
Working closely with:	Principal; Exams personnel; SIS personnel; AP (Finance) Curriculum leaders; Facilities personnel

Key Purpose:

To lead and provide hands on delivery of an efficient and effective examinations service ensuring a high standard of provision for both internal and external examination processes in accordance with JCQ regulations.	
1	Manage the provision of examinations to support the development and achievement of the college's strategic aims.
3	Liaise with college managers and senior management when necessary on all matters relating to the examination processes, procedures and delivery requirements
4	Liaise with stakeholders as necessary, (e.g. exams Awarding bodies, students, parents, teaching staff, college staff) on all aspects of the examination process.
5	Ensure high standards of customer service and that all students and staff are well supported by the examination team.
6	Work flexibly as required in the interest of the college, carrying out the same range of operational duties as designated exams staff in support of daily work production. Supporting other college administrative areas by agreement.

Duties and Areas of Responsibility:

Planning & Development	
1	Leading on service management and all elements of the delivery of an examinations service for the College.
2	Devising, implementing and leading on initiatives to develop and promote services, facilities and resources, ensuring high customer care levels at all times.
3	Liaising with the Director of SIS and the Timetabling/Curriculum Manager in support of the department's development and operation.
4	Ensuring, as appropriate the effective management and utilisation of technological developments to support delivery.
5	Reviewing, developing and maintaining appropriate procedures for managing examination processes and the creation, implementation and updating of the relevant policies and procedures as required for JCQ inspection purposes

6	Understanding and keeping up to date with changes in exams and assessments brought about by changes in Government policies or Awarding Bodies procedures and liaising with Curriculum and Quality Managers to ensure staff and students are fully up to date.
Operation & Co-ordination	
1	Managing the entry and/or registration of students for examinations or assessments in liaison with the Awarding Bodies, Curriculum Leaders and senior college staff, using the computerised information systems in College or provided by the Awarding Organisations.
2	Liaising with the Head of Learning Support Coordinator on all aspects of the examination needs of the candidates requiring access arrangements and ensuring high quality and care at all times.
3	Organising the exam rooms and seating arrangements in liaison with the Timetable Manager and the Facilities Manager.
4	Liaising with the MIS team to develop and enhance the use of the exams module within the college information management systems and to review and contribute to the Student Information System's operational plans and objectives.
5	Ensuring the security, storage and distribution of question papers, exam stationary and scripts in accordance with JCQ regulations.
6	Arranging for the invigilation of all examinations; recruiting and inducting external invigilators and instructing all invigilators, and any other college staff as required, in internal and external in exam procedures.
7	Coordinating all examinations including timetables, seating plans, invigilation rota's and examination papers.
8	Managing the processes for students applying for re-sits and post result services, to include advising students on charges for examinations as necessary and the collection of fees where appropriate.
9	Managing the processing of exam results and the secure distribution of examination certificates for all public examinations.
10	Manage internal examinations and provide support to Heads of Department/Heads of Subject in matters relating to non examination assessments and coursework as required.
11	To be the first point of contact in instances of potential malpractice by students and/or staff and where required conduct investigations with a Senior member of the Internal Standards Group, reporting findings to the Head of Centre and Awarding Bodies as appropriate and in accordance with JCQ regulations. Communication of Awarding Body outcomes to all relevant parties and management of the appeals process if applicable.
12	Creation and management of Awarding Body individual secure staff accounts and providing support to staff in matters relating to accessibility.
Quality & Reporting	
1	Ensuring regular quality control procedures and monitoring processes are maintained and customer feedback is monitored in line with Exam's plans and targets.

2	Reporting as required to designated colleagues on service progress, advising on possible strategies for the development of services and their value for use for College.
3	Preparing and presenting statistics and reports on service delivery and development as necessary.
Budgets & Resources	
1	Leading and managing on any delegated service expenditure budget, complying with all financial procedures.
2	Liaising with the Assistant Principal (Finance) to determine any service budgets, support procurement and the management of the departmental budget, including as required the production of financial forecasts and renewals.
3	Managing the needs of the service's resources (be that printed or electronic or kit focused.)
Environment and Facilities	
1	Maintaining a clean, healthy, safe working environment by consulting with Facilities staff and complying with appropriate legislation or college policies/procedures – ensuring staff and users compliance with appropriate health and safety legislation.
Personnel & Relationships	
1	Managing and deploying the work of the Exams office and Exams staff to ensure an effective service, operating timetable and duty rotas.
2	Ensuring clear lines of cover and responsibility in the absence of this post holder.
3	Leading and motivating exams staff day-to-day to encourage maximum performance. <i>(Delivering on staff performance management, development and potential of team colleagues to include: appointments, induction, attendance (absence monitoring), timekeeping, staff morale and welfare. Liaising with Personnel as necessary.)</i>
4	Ensuring all appropriate staffing paperwork is completed in line with college requirements.
5	Ensuring staff awareness and implementation of relevant college policies, including those relating to safeguarding, health and safety, equal opportunities and cyber security.
6	Communicating effectively with managers of other teams to support exams delivery.
7	Engaging in personal, team and college continuing professional development. <i>(Arranging, delivering or attending relevant meetings and training sessions, within the department, college-wide or externally).</i>
8	Attending and participating in annual College calendar events such as annual enrolment, (to include some events out of normal college hours such as Open Evening).
9	Liaising with all college staff to develop the service and support the dissemination of information on developments in the area or other current awareness information to the wider college community or externally if appropriate.
10	Providing opportunities for all forms of communication within the team and beyond in support of service delivery. Chairing service and other appropriate meetings as necessary.
11	Liaising extensively with external agencies including representing Exams or College on committees and other external bodies.

Any other responsibilities appropriate to the position.

The duties are indicative of the requirements of the post. It is college policy that roles and responsibilities are reviewed on a regular basis leading to possible modifications where appropriate.

The above job description was agreed as detailed below:

Name of the Post holder:	
Sign:	Date:
Name of Line Manager:	
Sign:	Date: