

ROLE DESCRIPTION

1. JOB TITLE: Senior Exam Officer

2. CONTEXT

West Herts College is a large general further education college with a large portfolio of courses for its local community including full time and part time further education, higher education, work-based learning, and community learning.

The central examinations team is part of the College's Student Administration service which provides a range of high quality, integrated administration services for students and staff.

3. MANAGEMENT ACCOUNTABILITY

Responsible to: Exam Managers / Head of Exams

4. MAIN PURPOSE OF JOB

To administer and monitor all aspects of public examination and certification processes and ensure that examination board procedures are followed. To work strategically and collaboratively with curriculum and business support colleagues to support effective examination planning, delivery, and continuous improvement.

5. DUTIES AND RESPONSIBILITIES

- Act as the first point of support for Exam Officers, resolving queries and escalating issues to the Exams Managers where appropriate.
- Assist Exam Managers with registrations, exam entries, results and certification claims in line with awarding body deadlines.
- Provide daily oversight of Exam Officers, ensuring service priorities are met.
- Train, support and coordinate invigilators to ensure examinations are conducted in accordance with JCQ and awarding body regulations.
- Take responsibility for overseeing the examinations on a designated campus to deliver a high-quality student experience.
- Perform day-to-day administration of examinations, including scheduling, bookings, room allocations, and assigning invigilators according to individual student needs and awarding body requirements.
- Monitor information received from the examining boards and take follow up action to ensure that the College complies with new or revised requirements.
- Respond to and resolve queries from awarding organisations in a timely and professional manner, escalating to managers when required
- Plan, organise and conduct National examination series in partnership with Exam Managers.

- Oversee the conduct of examinations and the security of papers and scripts to ensure full compliance with examination board regulations
- Oversight of monthly MIS reports to ensure accurate up-to-date learner records are maintained with relevant Awarding bodies and support with mid term checks.
- Support with weekly enrolment / withdrawal report to guarantee all learners are correctly registered with relevant Awarding bodies, including timely withdrawals
- Deal with initial queries from students / parents / staff regarding any aspect of the exam process.
- Ensure the regular processing, filing and posting of certificates is maintained by the team.
- Support with JCQ and Awarding body inspections as required.

6. GENERAL AND COLLEGE RESPONSIBILITIES

- Participate actively and flexibly in a range of College-wide activities, such as duty rotas, enrolment and marketing events and staff and student activities.
- Participate in training and team development activities, to develop skills and knowledge.
- All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
- Understand and be committed to the College's Health and Safety Policy statement and the College's safety priorities and be aware of their contribution to such priorities.
- Be aware of and comply with the health and safety legislation and other College requirements that are relevant to their post.
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery:
- Be familiar with and promote the Equality and Diversity Policy
- Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of children, young people, and vulnerable adults.
- Undertake such additional duties or projects as the Principal or line manager may determine from time to time, after consultation with the postholder.

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the jobholder. They do not form part of the jobholder's contract of employment.