

Job Description

Group Member:		Leeds City College	
Job Title:		Exams Liaison Officer	
Reports to:		Exams Coordinator	
Job Grade	LEG B	Department	MIS/EXAMS

ROLE SUMMARY:

To provide an efficient, compliant and customer-focused examinations service, ensuring the accurate and timely administration of exam entries, registrations, results, certificates and achievement claims. The role involves coordinating examinations ensuring the security and integrity of assessment processes and supporting continuous improvement and providing guidance and training to colleagues.

CORE RESPONSIBILITIES:

1. Ensure high-quality customer service at all times within the exams office, both face to face, over the telephone or in writing.
2. Ensure that all exam entries/registration are made to the awarding bodies in an accurate and timely manner.
3. Ensure that all achievements are claimed from the awarding bodies and results entered into the student record system in an accurate and timely manner.
4. Monitor outcome data in order to maximise achievements for funding and statistical purposes.
5. Take a leading role in running workshops/events to better prepare invigilators and students for exams with an emphasis on reducing stress and anxiety.
6. Deputise for the Exam Coordinator and deal with exam inspectors and their requirements as appropriate.
7. Review procedures and processes in partnership with the apprenticeship team to further to improve timeliness and reporting of EPAs and/or equivalent on a regular basis
8. Monitor internal deadlines to ensure that all exams work is completed on time and complies with the exam boards' deadlines.

9. Notify staff/students of the date, time and place of examinations.
10. Timetabling of exam sessions including GCSEs and A Levels in an accurate and timely manner.
11. Ensure that all exam papers are received, stored in a secure location approved by the exam inspectors and prepared ready for collection by invigilators.
12. Ensure that all exam scripts are securely stored prior to their posting to examiners
13. Ensure that all exams comply with Board regulations, including the setting out of rooms, display of appropriate literature relating to candidates' responsibilities, and timely distribution of exam papers to invigilators.
14. Provide training and mentoring to other members of the team including apprentices as required.
15. Assist with the special arrangements application process when required.
16. Coordinate the booking of accommodation for exam sittings and liaise with Estates team to ensure the preparation of rooms in accordance with exam board guidelines.
17. Ensure that all results are distributed or posted out in accordance with the service level agreement.
18. Ensure that all exam-related invoices are checked and authorised for payment.
19. Ensure that all exam certificates are kept in a secure location prior to their collection or despatch

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote relational practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the group's values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Passion

Encouraging all to have aspiration and passion in everything they do.

Creative

Always hungry to learn and looking ahead so we can be responsive

Person Specification

Job Title:	Exams Liaison Officer
Department	MIS/Exams

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	Q1. Full level 3 qualification	A / I
E	Q2. English and Mathematics at Level 2 or above and a willingness to improve in 1 or both disciplines to level 3 or above.	A / I

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of working in an administrative role, preferably within an exams team.	A / I
E	EK2. Good organisational skills.	A / I
D	EK3. Experience of using Prosolution or other college student records system.	A / I

E	EK4.Excellent problem-solving skills and the ability to take ownership and responsibility	A / I
---	---	-------

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. High standard of computer literacy including the use of spreadsheets.	A / I / T
E	SC2. Enhanced communication and interpersonal skills.	A / I
E	SC3. Ability to prioritise workload.	A / I / T
E	SC4. Ability to work on own initiative.	A / I / T
E	SC5. Attention to detail.	A / I / T
E	SC6. Ability to work under pressure and meet deadlines.	A / I
E	SC7. Ability to work as an individual or as part of a team.	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I