**JOB DESCRIPTION**

This form summarises the purpose of the job and lists its key tasks.

It may be varied from time to time at the discretion of the College in consultation with the post holder.

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| **Job Title:** Examinations Administrator (Operations) | **Job ref no:** ACR-0093-25-A |
| **Grade:** 4 | **Department:** Academic Registry |
| **Accountable to:** Examinations Manager (Operations) | **Responsible for:** N/A |

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| **Job summary:**  Work with the Examinations Manager (Operations) to provide effective administrative support for the team.  Administratively support in-person examinations.  Support the preparation of examination papers.  Administer special examination arrangements.  Administratively support quality assurance processes.  Administratively support the Assessment and Regulations team when needed through the academic year.  Collectively, with all Registry colleagues, deliver a professional service to all stakeholders ensuring staff and students experience an excellent learning and teaching experience. |

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| **Competency: Service delivery**  **Key tasks:**  Ensure delivery of and adherence to standard operating procedures (SOPS) for the examinations and assessment section.  Adhere to and, with the Assistant Registrar for Examinations and Assessment, have oversight for professional standards for examinations and assessment.  Ensure the rules and regulations for Examination and Assessment of the RVC are complied with.  Responsible for examination mark entry into appropriate examination systems.  Collate special examination arrangement information.  Support on the day examination delivery.  Work with the Examinations Manager (Operations) to organise invigilators for in-person examinations. |
| **Competency: Communication**  **Key Tasks:**  Responsible for being the first point of contact for students in relation to in-person examinations.  Communicate with students in relation to special examination arrangements.  Deal with any student and staff queries, offer advice and supply information as appropriate, signposting to other teams, as necessary. |
| **Competency: Planning and Organisation**  **Key Tasks:**  Undertake the checking and processing of quality assurance documentation. |

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| **Competency: Liaison and Networking**  **Key tasks:**  Liaise with academic staff to prepare examination papers for formative, summative and resit examinations.  Provide a high-quality service to all internal and external stakeholders.  Maintain strong relationships with colleagues across the RVC and external stakeholders. |
| **Competency: Initiative and Problem Solving**  **Key tasks:**  Use initiative ensure special examination arrangements are in place for in-person examinations.  Identify processes that can be improved and escalate as appropriate.  Triage and escalate queries as required to the Examinations Manager (Operations) or others as appropriate.  Use initiative and experience to solve problems. |
| **Competency: Knowledge and Experience**  **Key Tasks:**  Good knowledge and experience of Examination and Assessment processes, policies, and regulations. |
| **Competency**: **Flexibility**  **Key Tasks:**  Provide appropriate cover for other members of the team during peak workload demands.  Provide appropriate cover for other member of the team during periods of absence.  As an active member of Academic Registry, to cover front desk for absences and peak periods.  To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. |