Job Description

Exams & In Course Test Co-ordinator

Salary: Grade 5
Contract: Full time/Part time, ongoing/fixed term
Location: Canterbury/Medway Campus
Responsible to: Student Records Administration Manager
Job family: Administrative, professional and managerial

Job purpose

To assist with managing the exams team administrators, ensuring the co-ordination of key processes for examinations and In Course Tests, including the hiring and training of the Invigilation Team, the development and maintenance of the examinations administrative database, managing and co-ordinating the exam paper submission and printing process, as well as the preparation for the running of the In Course Tests.

To provide reports to senior management detailing all exam paper errors prior to exams and continuing through the examination period. Proposing improvements for future production.

Key accountabilities

- To assist with managing the Exams Team administrators, delegating tasks to ensure the smooth running of both the main examinations and In Course Tests. To assist with hiring, training & scheduling of all invigilators
- Coordinate the preparation and running of the In Course Tests and other non-standard examination periods to ensure quality and standards are upheld for the effective running of the sessions across the university
- Managing and coordinating the secure collection, processing and printing of all examination papers submitted for the University exam periods to ensure that all scheduled exams have papers ready for the beginning of each period that meet the University standards
- Coordinate the production and checking of the degree certificates and Higher Education Achievement Report (HEAR) for the University's congregation ceremonies held in July and November to ensure students receive their certificates and HEARs when they graduate.
- Provide support during exam sessions to Central Student Administration staff to ensure a consistent and coordinated approach to all issues that arise
- Manage the examinations administrative database for the department to ensure the effective and efficient running of the exam sessions

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Promote and provide advice to all Schools and other stakeholders on the In Course Test service offered by Central Student Administration
- Plan and organise the running of the In Course Tests, including booking venues and recruiting and training invigilation staff to ensure the smooth running of the tests
- To work closely with the Office Manager, to coordinate the processing of all examination papers to ensure the information is accurate on the papers and the relevant information is added to the exams database
- To provide a pivotal role during the examination period. Acting as first point of contact for Central Student Administration staff to report issues; including paper queries
- Ensuring information, errors, updates and changes are shared across all venues and campuses swiftly
- Ensure that data is imported in to the database in a timely fashion, coordinating bulk updates as required and ensuring the quality, integrity and validity of the data is maintained to ensure all Exams and ICTs run smoothly for the University

Internal & external relationships

Internal: Academic Departments for the purposes of administering In Course Tests and coordinating the secure collection of exam papers, Professional Service Departments for the purpose of administering In Course Tests, coordinating the secure printing and delivery of exams papers, Campus Security

External: Storage and removals company for delivery of furniture in storage, exam desk hire company

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to A-Level standard or equivalent qualification/experience (A)
- GCSE English and Maths or equivalent (A)
- ECDL or equivalent (or willingness to undertake one) (A)
- Experience of working with databases (A,I)

- Proficiency in Microsoft Office, including Word, Excel, Access and Outlook (A,T)
- Previous experience of working in a confidential environment (A,I)
- Excellent interpersonal and communication skills, both written and verbal (A,I)
- Highly organised with the ability to prioritise conflicting deadlines whilst maintaining accuracy at all times (I)
- Ability to work independently or as part of a wider team (I)
- Ability to deal with people at all levels, inspiring confidence (I)
- Ability to provide a sense of stability across the department by assisting and supporting team members to achieve workload and deadlines where necessary (I)
- Flexibility and the ability to respond positively to changing priorities in a challenging environment
- Enthusiastic and self-motivated with a 'can do' attitude (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- A knowledge and understanding of the HE environment
- Experience of using Dreamweaver and capability in website design and maintenance

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage