



Job Description

Job title:	Exams Officer
Level:	Support
Accountable to:	MIS & Registry Manager
Hours:	37 hours per week
Salary:	Officer salary grade

About the Academy:

The Fashion Retail Academy, awarded Ofsted Outstanding, is a unique, employer led college. It was founded in 2005 as a unique private-public partnership with investment from the retail industry matched by the government.

We offer a wide range of specialist fashion Diploma, Degree and Short courses, many of these exclusive to the FRA, for students of all ages with start dates throughout the year. Our courses are developed to provide the student with a combination of an in-depth knowledge of Fashion Retail and hands on practical experience of the work environment. Most full-time courses provide a guaranteed work placement with a major high street brand, ensuring graduates leave with a wide range of skills and experience to take them into the workplace.

Our success lies in providing the fastest route to work, simultaneously giving students vocational experience and support to find a job role on graduation.

Purpose of the role:

To perform all operations necessary to effect the administrative and compliance elements of qualification registration, award claims, testing and exams as well as effectively supporting the functions and the work of the wider team.

Main duties and responsibilities:

1. Take the lead in all examination administration functions supporting the academic cycle

- 1.1 Take the lead in the execution of projects/tasks essential to the efficient administration of all qualifications delivered at the Academy from initial registration to certification.
- 1.2 Provide training within the team and to other staff about the key aspects of this function.

- 1.3 Develop and maintain an excellent working relationship with designated awarding organisations and ensure the Academy complies with their established procedures.
- 2. Use systems knowledge to generate/ extract awarding organisation data, transmit registrations, entries and amendments via EDI, and develop and review the computerisation of the entry and accreditation processes**
 - 2.1 Use awarding bodies' websites to download specification data (into REMS / other software as directed by MIS and Registry Manager).
 - 2.2 Ensure that appropriate season codes and base data are downloaded for each exam session of the academic year.
 - 2.3 Ensure entry files are uploaded / transmitted to awarding organisations to meet external deadlines.
 - 2.4 Monitor information received from the awarding organisations, inform Academy management and take follow up action to ensure that the Academy complies with new/ revised requirements for dealing with registrations, entries, online testing and results.
- 3. Organise learner entries for paper-based and online examinations, including accurate and timely completion of entry lists and forms. Inform learners of any necessary fees and available mechanisms for payment.**
 - 3.1 Maintain accurate records of estimated entries and relevant specification details.
 - 3.2 Disseminate information to staff and learners to ensure that they are aware of and comply with examination procedures and regulations.
 - 3.3 Set clear deadlines for completion and return of entry lists and forms.
- 4. Develop and promote administrative systems to enhance the smooth running of examinations and assessments**
 - 4.1 Create and maintain appropriate internal systems to satisfy awarding organisation requirements. This includes investigation of reported irregularities, dealing with complaints, requests for special consideration, contingency planning.
 - 4.2 Work with stakeholders to streamline processes and to improve accuracy and delivery of exam/accreditation documentation.
 - 4.3 Liaise with curriculum teams to arrange the timely submission of coursework and portfolios for external moderation.
 - 4.4 Produce checklists for curriculum teams to verify the accuracy of entries and results information.
 - 4.5 Follow up any late entries and advise on late fees.
 - 4.6 Apply updates (including withdrawals) until the time of the exam.
 - 4.7 Produce regular reports on exam related issues.
 - 4.8 Oversee checks of stationery and exam paper allocations, updating registers as appropriate.
 - 4.9 For paper exams check completed scripts and registers prior to packaging.
- 5. Arrange for the issue of results to learners, and collate reports and statistical information for internal and external use**
 - 5.1 Produce exam results and statistics for management.

- 5.2 Prepare result packs for curriculum teams if required.
 - 5.3 Respond with sensitivity to queries that arise. This includes liaison with learners and parents / guardians / carers as appropriate.
 - 5.4 Arrange notification of all exam/vocational qualification dates, requirements and results to candidates throughout the year. This includes English Maths, Functional Skills in year-testing.
 - 5.5 Assist management in production of results statistics for internal use and to meet external requirements.
- 6. Assist in procuring appropriately trained staff for all stages of the exams and assessment process**
- 6.1 Train any additional staff in the use of relevant systems to meet agreed deadlines during busy periods e.g. prepare and issue results notices
 - 6.2 Recruit and train external invigilators and internal staff in preparation for exam room duties
- 7. Provide advice, guidance and support to learners and all relevant college staff, including distance learning and partnership staff**
- 7.1 Circulate appropriate awarding organisation information to Curriculum Managers and other stakeholders.
 - 7.2 Develop own knowledge of awarding organisation syllabuses, developments and regulations in relation to requirements
 - 7.3 Participate in user groups / forums and attend training events to benefit from shared knowledge and good practice
 - 7.4 Brief curriculum staff on key events in the assessment calendar, to ensure they have clear advice and guidance
- 8. Guarantee the integrity of all assessments, through compliance with guidelines and regulations imposed by the Joint Council for Qualifications**
- 8.1 Demonstrate thorough understanding of JCQ regulations and practical implications of administering assessments
 - 8.2 Provide training and support to assist colleagues in their understanding of regulations and procedures
 - 8.3 Develop appropriate channels of communication to prepare learners for the exam room environment and to ensure compliance with awarding organisation regulations.
 - 8.4 Arrange transport of exam papers as necessary
 - 8.5 Ensure secure storage of exam papers and confidential mark scheme details
 - 8.6 Be prepared for JCQ inspectors during any assessment session and demonstrate to them the Centre's total compliance with regulations.
- 9. Compile timetables to cover all aspects of the assessment calendar, ensuring that all practical arrangements are in place in a timely manner**
- 9.1 Use REMS and other systems to produce definitive college-wide exam timetables

- 9.2 Liaise with facilities team re desks, chairs, clocks & essential equipment and to set up accommodation to comply with awarding organisation guidelines
- 9.3 Ensure clear rooming and invigilation timetables are published together with awarding organisation regulations
- 9.4 Identify and resolve any exam clash arrangements with the awarding organisation, staff and learners
- 9.5 Identify, prepare and notify special exam arrangements for all learners with additional requirements
- 9.6 Respond to any requests for special consideration to meet awarding organisation deadlines.

10. Support wider Registry functions

- 10.1 Support and assist the Registry Manager and other functions in capture and maintenance of data for applications, CRM, MIS, ILR, timetabling and registers, bursary and loans. This includes tasks like capture of apprenticeship enrolments and withdrawals as well as data amendment to correct ILR validation errors / warnings.
- 10.2 Respond to general enquiries from learners, staff and external organisations always being mindful of safeguarding and limitations of prevailing data protection legislation.
- 10.3 During examination and enrolment periods and open events you may be required to work outside normal working hours e.g. to cover set-ups, set-downs, packing examination scripts, data capture, interaction with learners.

11. All staff responsibilities

- 11.1 To perform any other duties consistent with this position as may from time to time be assigned to you anywhere within the Academy.
- 11.2 To be committed to your own development through effective use of the Academy's performance review scheme and staff development processes.
- 11.3 To support the delivery of the Academy's strategy as it relates to this position.
- 11.4 To work collaboratively with the wider business and support the work of academic, curriculum and support functions teams as may reasonably be required in the delivery of the Academy's strategic plans.
- 11.5 **Safeguarding.** Comply at all times with the FRA's safeguarding policy and play an active role in keeping learners secure in their learning environment.
- 11.6 **Equality and diversity.** To be committed, adhere to and promote the Academy's Equality and Diversity policy at all times.
- 11.7 **Health and Safety.** Abide by and raise awareness of health and safety in line with FRA policy and procedures.
- 11.8 **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA's policies, procedures and guidelines with respect to the processing and management of all personal data.

This job description should not to be regarded as exclusive or exhaustive. It is intended as a summary outline of the areas of activity and it may be subject to modification from time to time as necessitated by the changing needs of the FRA.

Updated July 2018

Person Specification					
Method of Assessment	Essential or Desirable	Application Form	Interview	Presentation	Task
The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed.					
Qualifications					
Minimum Level 2 in English & Maths (Literacy & Numeracy)	E	X			
A Level/Level 3 standard of education	E	X			
Award in Administering External Examinations Level 3	D	X			
Level 2 qualification in ICT	D	X			
Knowledge / Previous Experience / Skills					
A very strong working knowledge of Microsoft Office particularly Word and Excel	E	X	X		X
Previous supervisory experience –could be overseeing the day-to-day utilisation and working hours of up to 20 invigilators	D	X	X		
Proven highly organised administrative skills and record keeping	E	X	X		
Demonstrable accuracy and speed in capturing and updating data	E	X			X
Effective communication skills utilising appropriate communication media and adapting style according to situations	E	X	X		
Experience of operating within budgetary constraints	D	X	X		
Experience of working with highly confidential data and within strict constraints in an education environment.	E	X	X		
Previous experience of working within an Examinations environment	D	X	X		
Personal Attributes					
An effective team worker who can undertake leadership tasks as required, working within and across teams	E	X	X		
To have flexibility towards working hours and tasks required during peak examination and enrolment periods	E	X	X		
Positive and proactive approach to challenges, able to use initiative	E	X	X		
Commitment to own professional development	E	X	X		
Positive approach to change	E	X	X		
Commitment to practicing the FRA's values	E	X	X		