Examinations Support Coordinator

Team: Examinations

Reports to: Examinations Manager

Location: Chichester

Job Purpose

- To contribute to the planning and delivery of the College's examinations service, with a particular responsibility for coordinating exam access arrangements at Chichester College.
- To provide a professional and responsive exams service to students, working closely with lecturers, managers, support services and awarding organisations.

Key Responsibilities

- To coordinate arrangements for students to receive the exam access arrangements they are entitled to, working closely with the Additional Support team so that reasonable adjustments are applied for, recorded and delivered.
- To communicate with the assessor team in Additional Support to ensure that systems, processes and procedures are adhered to by all parties, and that awarding organisation deadlines are met and all relevant regulations are adhered to.
- To check and validate all supporting evidence of need and assessor qualifications and to make this data available for awarding organisation inspections.
- To communicate and negotiate with awarding organisations to support and justify applications made on behalf of students.
- To respond to and resolve queries raised by students, parents and carers regarding their exam access arrangements.
- To provide advice and guidance in all matters relating to exam access arrangements.
- To contribute to the planning and delivery of GCSE Maths and English retakes in the summer exam season, and to participate in planning meetings to ensure that these exams are effectively resourced.
- To remain up-to-date with JCQ and awarding organisation regulations and to be vigilant in ensuring that these rules are followed, providing instruction and advice to invigilators and curriculum staff as required.
- To resolve unforeseen problems on the day of exams to support invigilators and to ensure that exams are not disrupted.
- To invigilate exams on occasions when a college invigilator is not available.
- To maintain the security of the exams process, so that all examination materials are stored in accordance with JCQ and awarding organisation regulations and that completed examination scripts are checked and dispatched.
- To maintain accurate recording of examination data on the college's MIS system and awarding organisation websites, and conduct data validation activities to ensure its accuracy.
- To proactively resolve queries and problems, by prompt communication with awarding organisations, college staff and students.

- To deputise for your line manager on occasions when they are absent or on a different campus.
- To prepare management information and participate in the review of the summer exam season, implementing improved processes as required.
- To contribute to a culture of continuous improvement, for example by documenting procedures, helping to train new staff and planning new developments.
- To undertake any other duties that may be reasonably required by the college, including contributing to the enrolment process at the start of the Autumn Term.

Role Context

Chichester College Group expects staff to:

- Work within the context of the Group's core values, code of conduct, quality requirements and continuous improvement ethos.

- Undertake their duties in accordance with Group policy and procedures, particularly with respect to:
  - Human Resources policies and procedures;
  - Equality, diversity and inclusion policies and procedures;
  - The Group's health and safety policies and procedures;
  - Safeguarding and Prevent;
  - The Group's policy on the confidentiality of data stored electronically and by other means in line with data protection legislation.

- Keep abreast of developments in their own area of expertise and undertake staff development opportunities where identified and approved, subject to funding.
- Support and uphold the Group's environmental sustainability commitment and work towards helping the Group achieve net zero carbon emissions.

Evening and weekend work may occasionally be required.

You may be required to undertake such duties as may be reasonably required of you commensurate with this grade.

Work outside the Group must not interfere with the effective delivery of your duties. Additional work requires approval by the Chief Executive Officer.

Other supporting information can be found on the Group's website.

This job description is current at the date shown below. It is liable to variation by management in consultation with you to reflect or anticipate changes in, or to, the job.

Criteria	Essential/ Desirable	How Assessed
Experience		
Administrative experience, including data entry	Essential	Application Form/ Interview
Dealing with the public in a customer service environment	Essential	
Working in a Further Education or educational establishment	Desirable	
Knowledge		
Day to day office procedures	Essential	Application/ Interview
Microsoft Office applications, particularly Excel, Outlook and Teams.	Essential	
Exam boards rules and regulations	Desirable	
Qualifications		
Level 3 qualifications (2 A Levels or the equivalent)	Essential	Application Form/ Certificate
GCSE grade 4/C or above (or equivalent) in Maths and English	Essential	
Skills and Abilities		
Proven administrative skills	Essential	Application Form/ Interview
IT and keyboard skills	Essential	
Accuracy and attention to detail	Essential	
Ability to communicate effectively with a diverse range of people at all ages and levels, verbally and in writing	Essential	
Time management skills, organisational skills and the ability to meet targets and deadlines	Essential	
Ability to work alone and as part of a team with interpersonal skills	Essential	
Attributes		
Commitment to the delivery of a high quality service to students	Essential	Interview
Able to work flexibly	Essential	
Other Requirements		
Satisfactorily meeting the Group's employment checks – a Disclosure and Barring Service Check (including any relevant overseas checks), health assessment, references, qualifications and legal entitlement to work in the UK	Essential	Checks and clearances

Any appointment is subject to the Corporation's terms and conditions of service.

Working hours per week: 35

Working weeks per year: 36

Salary range: Pro rata of £27,224 - £27,781 per annum (i.e. £21,394.33 - £21,832.05)

Salary progression: Salary progression is achieved through annual increments, in accordance with the Group's Performance Management Scheme.

Paid annual leave entitlement: 7.2 weeks' paid annual leave in each holiday year January to December which includes your entitlement to Bank and Public holidays normally observed in England and Wales and College Closure days. This includes 5.6 weeks basic leave under the Working Time Regulations 1998 and 1.6 weeks additional contractual holiday.

Paid annual leave will rise with each year of service as of

31 December to the maximum of 7.8 weeks' as set out in the table below (5.6 weeks basic leave under the Working Time Regulations 1998 and 2.2 weeks additional contractual holiday).

Years service as of 31 December	Weeks paid annual leave in each holiday year	Annual leave rate as a percentage of your contracted working weeks
0 years	7.2	16.07%
1 year	7.4	16.59%
2 years	7.6	17.12%
3 years and over	7.8	17.65%

Pension scheme: Permanent and fixed term staff (regardless of how many hours they are contracted to) are automatically opted into the Local Government Pension Scheme unless they elect to opt out of the pension. The Group contributes to this scheme and the employee contribution is determined by the level of actual pensionable pay and the guidelines given by the LGPS. Alternatively the employee may opt out within the first 3 months of employment.

Term time only: Salary payments will be paid in 12 equal instalments over the year into a bank account.

Salary on leaving:

In the event that your employment is terminated by either yourself or the Corporation, your final salary will be recalculated based upon the anniversary of the date that you commenced in post and the number of working and non-working weeks from that date to your leaving date. If, on the termination of your employment, the number of non-working weeks exceeds the accrued entitlement to paid holiday up to the leaving date, the Corporation will be entitled to deduct the excess from any sums due to you, including payment of salary. If, on the other hand, your non-working weeks are less than the entitlement due to you at the leaving date, the Corporation will pay you the appropriate sum in lieu thereof.