

Examinations Manager

Department: Examinations Centre, Highlands College

Division: Children, Young People, Education and Skills

Reports to: Associate Principal Student Records and Development

JE Ref: CYP1171

Grade: CS11

JE Date: 02/10/2023

Job purpose

You will lead the College Examinations Team ensuring the efficient organisation and delivery of the College's Examinations and Assessment processes. This includes coordinating, communicating with and training invigilators as required.

You will play a leading role in developing and implementing strategies and initiatives to support the College's examination requirements which reflect appropriate professional, statutory and regulatory body standards and expectations.

You will liaise with a wide range of internal and external stakeholders including academic and business support staff, professional, statutory and regulatory bodies and drive consistency and best practice across the College.

Highlands College Examination Centre is a strategic Island-wide resource that administers examinations including Highlands College students, home schooled children in Jersey, and various private and public organisations; with exams from around 100 differing examination boards. The Examinations Manager will be accountable for the day to day running and management of all the examinations run by the Examinations Centre.

The Examinations Manager will provide strong leadership and acting independently within the college to ensure examinations are delivered in line with best practice and all the rules and regulations of all the differing examination boards and JCQ.

The Examinations Manager will act according to their own initiative to ensure an ethical approach and working proactively to avoid malpractice among students and staff. Providing reassurance to the head of centre in taking all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during and after examinations have taken place.

The Examinations Manager will advise the Highlands College Senior Leadership, curriculum departments, external stakeholders and external customers on examination operations, rules & regulations, and any other examination issues.

The Examinations Manager will lead and manage the examinations team (currently 4.5 FTE and approximately 15 invigilators on zero-hour contracts).

Job specific outcomes

1. To lead and be accountable for all examination processes, including the planning and implementation of the examinations and assessment services for the college's external training providers, businesses, universities, and individuals, in line with the relevant rules and regulations.
2. Continually review technical aspects of exams administration and develop electronic data processes and tools which make the tracking of registrations, entries, assessments, and results more effective and efficient.
3. The postholder is required to be data centric and accountable, ensuring data is held within the examinations module on the student information system (Tribal EBS) is accurate and corresponds with the data from the exam board. The postholder is required to provide KPI reports on examinations to the college Principal and Senior Leadership Team with information to inform decision making, with relevant statistics regarding examination entries and results.
4. To advise colleagues, senior managers, customers and external stakeholders on examination regulations and operations. Primarily around different exam boards and requirements, which will impact on assessments, resources and upon the approach to both internal and external assessment.
5. The role requires cross college collaboration, liaising with the curriculum department to ensure exam data is timely and accurate and schedule examinations. Also, the postholder will liaise with learning support to all the candidates needs are met.
6. Responsible for several Jersey and Highlands College specific examinations. The postholder is required to liaise with awarding organisations to ensure consistency and quality in the examination processes associated with these important island qualifications.
7. Responsible for maintaining the quality assurance of examinations, ensuring the effective operation of quality assurance systems in terms of examination entry, assessments and results data, while working closely with the quality team to contribute to the college quality assurance process.
8. To develop, plan and coordinate the training of Invigilators whilst ensuring staff across college are updated on procedures applicable to data entry requirements including exam entry and room bookings.
9. To provide information and guidance to students, external candidates and members of the general public about examination processes and claims, resolving any queries or complaints.
10. Responsible for managing the examinations budget and income target from external fees. Liaising with the Finance Department to ensure invoices are raised for exam boards, professional institutions, external students, and college student re-sit fees. Alongside this the postholder must raise work schedule/contracts for invigilators and arrange payment for worked hours.
11. The postholder is responsible for a core team of 4.5FTE, including daily management, CPD and appraisals as well as managing attendance and any disciplinary issues which may occur.

12. The postholder has several legal and regulatory responsibilities ensuring the Examination Centre aligns to data protection regulation and awarding bodies requirements ensuring that the college mitigates any malpractice.

Statutory responsibilities

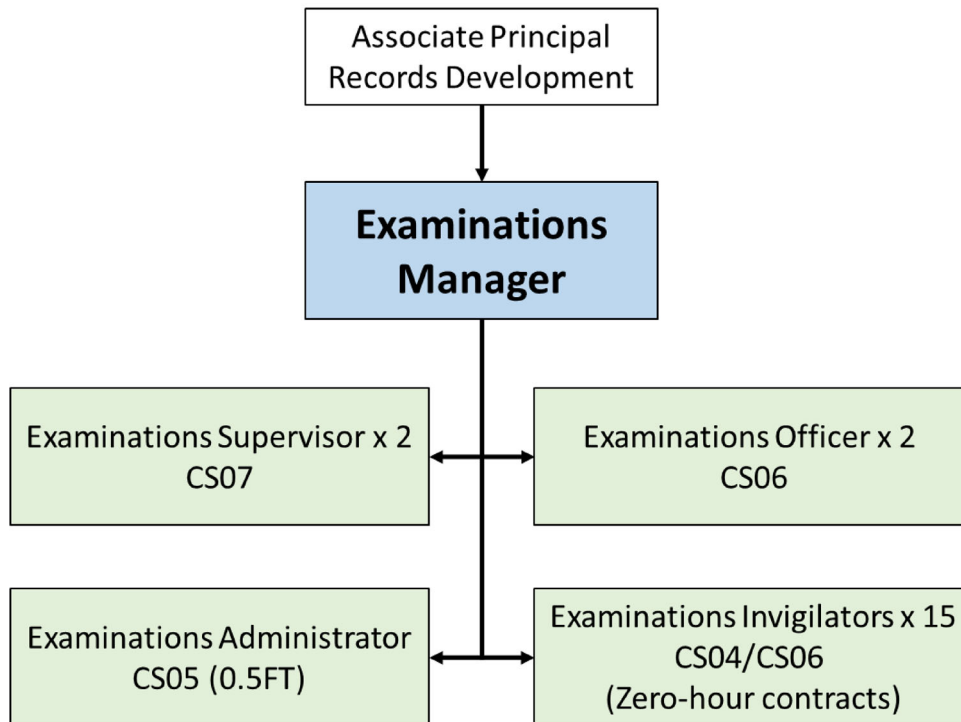
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart



Structure and reporting lines of Examinations Centre



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Education to degree level in a relevant subject (such as business management) or able to demonstrate an equivalent level of experience.</p> <p>Five GCSE's A* to C (or 9-4) including Maths and English or equivalent qualifications.</p>	<p>Have or be willing to work towards a Professional Certification for Managing Exams</p> <p>Level 3 Leadership & Management qualification</p>
Knowledge	<p>High standard of written English.</p> <p>Understanding of examination and invigilation processes and procedures.</p>	<p>Knowledge of student record systems, eg Tribal (EBS) or ProSolution</p> <p>Knowledge of JCQ guidelines and practices</p>

	Awareness of General Data Protection Regulations.	
Technical / Work-based Skills	<p>Excellent IT skills, including use of Microsoft Office products (Word, Excel, etc.)</p> <p>Demonstrable understanding of using database systems.</p> <p>Strong management skills together with the ability to plan and organise day-to-day workloads and staffing.</p>	IT skills specifically Access or other databases
General Skills/Attributes	<p>Strong organisational, planning and management skills and able to multitask effectively</p> <p>Accuracy and attention to detail.</p> <p>Excellent communication skills and strong interpersonal skills to deal with various stakeholders</p> <p>Ability to prioritise workloads, meet deadlines and regularly work under pressure.</p> <p>Self-motivated and able to work autonomously.</p>	
Experience	<p><i>Experience working in a senior administrative role.</i></p> <p><i>Experience of managing a budget efficiently and effectively.</i></p> <p><i>Experience in leading and managing a team.</i></p> <p><i>Experience working in an educational setting</i></p>	<i>Experience of working in an Examinations Office preferably in FE.</i>

Criteria relating to Safeguarding	<i>Awareness and Understanding of the Safeguarding Children</i>	
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Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4/5 core accountabilities attributes and behaviour indicators.