

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT:

DIVISION:

JOB TITLE: CALAT Examinations Officer

N.B: If you have any issues printing this document please contact HR

ROLE PROFILE

Job Title:	CALAT Examinations Officer
Department:	
Division:	
Grade:	

Hours (per week): 36 hours

Reports to: Examinations Manager

Responsible for: N/A

Role Purpose and Role Dimensions:

- To assist the Examinations Manager with learner registrations, claim and process certificates in a timely manner with the relevant awarding bodies.
- This role would also be responsible for deputising for the Examinations Manager and invigilating some exams as well as being the senior officer in charge during some exams held in the evenings and at weekends.
- Alongside the Examination Manager, ensure all exams are conducted in accordance with board regulations.

Commitment to Diversity: To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

Key External Contacts:

- Awarding Bodies (including Inspectors)
- Invigilators
- Learners
- Tutors

Key Internal Contacts:

- Programme Managers and Curriculum coordinators
- Support Manager

- Curriculum support administrators
- Learner services administrators
- Facilities Management

Financial Dimensions: To assist the Examinations manager in checking invoices and credit notes against registrations and processing for payment.

Key Areas for Decision Making:

- Deputise for Examinations Manager in the event of an absence

Other Considerations: To be available to work evenings and weekends during key exam periods

Is a satisfactory disclosure and barring check required?

[\(click here for guidance on DBS\)](#)

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

Key Accountabilities and Result Areas:

Key Elements:

Administration of Examinations

This will involve:

- Ensuring all learners are correctly registered and entered for examinations in accordance with board requirements and deadlines.
- Working with the Examinations Manager to ensure the safekeeping and storage of examination papers, scripts and assessed course work, ensuring that completed scripts and coursework are securely dispatched to awarding bodies and nominated assessors in accordance with board regulations.
- Ensuring that accurate records are kept up-to-date for on-going examinations.
- Ensuring that all results are maintained and recorded on the learner database in accordance with funding requirements.
- Ensuring the seamless transfer of entries, registrations and results to and from exam boards using web based platforms, base data interfaces as well as email.
- Sending out results and certificates to learners and informing Programme managers and tutors of results.
- Preparing invigilator timetables and exams held at Thornton Heath and Croydon Clocktower Centre. This will include organising rooms and liaising with Curriculum management and Facilities Management to arrange the set up of rooms.
- Liaise pro-actively with the CALAT Support Manager to assist learners who have additional support needs with appropriate exam conditions.
- Ensure that selection of invigilators for specific exams meet awarding body criteria.
- Ensuring that all results are maintained and recorded on the student database in accordance with funding requirements.

Senior Officer in Charge (for some exams)

This will involve:

- Being the first point of contact if an examination is not going to schedule
- Making decisions in an emergency that might occur during an exam
- Being responsible for handing out sealed exam question papers to the invigilators
- Dealing with learner enquiries on the day
- Collecting completed answer sheets at the end of the exams from the invigilators
- Signing off and securely posting the papers to the exam boards

Staff Management

Green Commitment

Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.

Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

Job Title:

CALAT Examinations Officer

Essential knowledge:

- Advanced knowledge of IT skills, including word processing, knowledge of database and spreadsheets.

Essential skills and abilities:

- A flexible approach to working hours and the willingness and mobility to work in another centre if or when necessary.
- Have good organisational skills and be able to demonstrate a systematic approach to tasks which are subject to deadlines.
- Have excellent oral and written communication skills to be proactive in liaison with staff, learners and Exam Boards.
- An ability to work unsupervised on own initiative, as part of a team, and to delegate responsibility
- Good attention to detail and meticulous and organised in dealing with large volumes of data

Essential experience:

- Have recent relevant experience of working within examination administration
- Have experience of submitting entries to exam boards electronically.
- Experience of dealing with people in a sensitive way.

Special conditions:

- Willingness to travel between CALAT sites for meetings with other staff, be available to work evenings and weekends during exam time.
- Willingness to travel to other locations across the country for training, to represent CALAT and attend meetings.