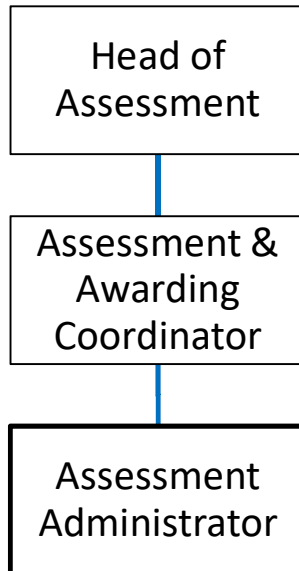




Organisation Structure:



Principal Accountabilities:

1. Performs complex and highly regulated administrative tasks using established procedures and testing new procedures and systems to see if they might represent improvements over existing methods within assessment development, maintenance and delivery.
2. Undertaking highly regulated administrative tasks relating to the writing, reviewing and scrutinising of assessment papers using autonomy to resolve anomalies.
3. Preparing, revising and amending assessment papers and materials for, and in line with, QPEM.
4. Printing and scanning examination papers.
5. Coordinate the upload, circulation and removal of live papers from online systems.
6. Maintain an audit trail to support the production of assessment papers including quality assurance checkpoints and controlled actions.
7. Provide direct support to examining and moderation teams, providing advice, guidance in support of internal and external assessment processes, resolving any anomalies by using initiative.
8. Provision of proactive service to customers and stakeholders in relation to assessment processes.
9. Maintain effective, positive and productive relationships with all stakeholders.
10. Work collaboratively with other Assessment Administrators, Qualifications Administrators and Processing Administrators to deliver on a range of objectives
11. The answering of telephone, email and written queries from external and internal customers.
12. Maintain information contained in the relevant information systems.
13. Validate electronic data files and submissions from customers, examiners and moderators resolving any anomalies by using own initiative and referring where complex.
14. Alert line manager to any possible malpractice, discrepancy or inconsistency suspected as a result of interaction with examiners and moderators.
15. Produce, maintain and distribute information and documentation supporting the assessment processes assisting in improving effective procedures to ensure fullest regulatory compliance, referring to line manager where appropriate.



GENERAL RESPONSIBILITIES

- Undertake training and development as required by the organisation.
- Demonstrate by actions commitment to organisation’s Values.
- Demonstrate by actions commitment to equality, diversity and inclusion.
- Any other duties commensurate with role to support the organisation’s business needs.
- To be responsible for their own health and safety.

Working Relationships and Contacts:

Daily contact with fellow Assessment Administrators Daily contact with Exams and Results Assistant Daily contact with Assessment and Awarding Co-ordinator Regular contact with Head of Assessment Regular contact with Qualifications Administrators Regular contact with Processing Administrators Regular contact with customers Frequent contact with third party suppliers and contractors
--



PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Knowledge</p> <p><i>This relates to the level and breadth of knowledge required to do the job, e.g. an understanding of a defined system, practice, method or procedure.</i></p>	<ul style="list-style-type: none"> • Knowledge of working with projects • Experience of co-ordinating workflow 	<ul style="list-style-type: none"> • Knowledge of the responsibilities of an Awarding Organisation • Knowledge of Assessment development and design
<p>Technical/Work-based Skills</p> <p><i>This relates to the skills specific to the job, e.g. language fluency, typing skills, etc</i></p>	<ul style="list-style-type: none"> • Excellent standard of written English • Excellent attention to detail and proof reading skill, good eye for detail • Proficient IT skills including Microsoft Outlook, Excel and Word • Excellent administrative and organisational skills 	<ul style="list-style-type: none"> • Experience of using statistical software
<p>General Skills/Attributes</p> <p><i>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> • Excellent attention to detail • Excellent communication and customer service skills (oral and written) • Able to prioritise and work calmly under pressure to meet deadlines • Ability to work under their own initiative and within a team • Proactive and flexible in approach • Ability to adapt to change and pick up new systems quickly • Ability to take ownership and ‘think outside the box’ to resolve queries • Willingness to undertake training and development activities 	<ul style="list-style-type: none"> • Experience of project management



<p>Experience</p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work (take care to ensure period stated is appropriate and not unnecessarily excessive)</i></p>	<ul style="list-style-type: none"> • Have a minimum of 2 years' experience of working in a busy and complex administration environment • Working as part of a team and on their own • Sound experience and understanding of procedures or systems • Good time management and organisational skills • Experience of maintaining audit trails 	<ul style="list-style-type: none"> • Experience of working in a regulated environment • Use of bespoke IT systems
<p>Qualifications</p> <p><i>Please state the level of education and professional qualifications and/or specific occupational training required.</i></p>	<ul style="list-style-type: none"> • Maths and English at Grade C/4 or above (or equivalent) 	<ul style="list-style-type: none"> • Project management qualifications • Be educated to degree level or equivalent



Job Description Document Confirmation Section

Job Title: Assessment Administrator

Department: Exams

I confirm that this is a true and accurate reflection of this job

JOBHOLDER signature

Print Name

Date

LINE MANAGER/SUPERVISOR signature

Print Name

Date

HEAD OF DEPARTMENT signature
(if different from Line Manager)

Print Name

Date

Comments/Notes: