JOB DESCRIPTION

TITLE: Exams Officer

SALARY: Support Staff Pay Scale Grade H

CAMPUS: All Sites – multi campus role

HOURS / BASIS: 37 hours per week / permanent

RESPONSIBLE TO: Deputy Exams Manager

JOB PURPOSE:

To manage the day-to-day delivery of a smooth, compliant and accurate examination service across The Windsor Forest Colleges Group. The post holder will take operational ownership of internal and external assessments, vocational qualifications and apprenticeships across our multi-site Sixth Form and Further Education colleges, working accurately under pressure to meet strict awarding body rules and statutory deadlines.

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the principal.

Main Duties

1. Enforce Joint Council for Qualifications (JCQ) regulations and awarding body rules before, during and after exams, working under the guidance of the Deputy Exams Manager to keep the college secure and ready for inspections.

2. Receive, check and securely store confidential question papers, exam stationery and digital assessment files, while ensuring the safe custody and dispatch of completed scripts, answer sheets, recordings and coursework.

3. Handle large volumes of candidate entries and registrations, making accurate submissions to awarding bodies within strict statutory and financial deadlines.

4. Manage the master exam timetable across multiple college sites by securing suitable venues, organising seating plans, setting up computer-based testing suites and ensuring all sessions are properly invigilated.

5. Spot, report and resolve timetable clashes, and make practical arrangements for oral and practical assessments.

6. Work closely with the Additional Learning Support (ALS) team and other departments to put approved access arrangements in place - such as extra time, scribes, readers and modified papers - so all learners have fair exam conditions.

7. Prepare and check exam packs and materials and inspect exam rooms before every session to make sure the layout and environment meet required standards.

8. Investigate and resolve urgent or complex exam queries from curriculum staff and students with professionalism, tact and sound judgement.

9. Support the ongoing setup, troubleshooting and day-to-day running of online and on-demand testing systems as awarding bodies introduce them.

10. Keep the Management Information System (MIS) accurate by ensuring all student exam entries, registrations and results are properly recorded.

11. Help managers process and share results on results days, send out results and certificates to students, and handle time-sensitive post-results services like marking reviews and appeals.

12. Track and verify completion records to ensure all eligible apprentices are accurately certificated upon completing their standard.

13. Keep working practices consistent across all exam functions and college sites, working proactively toward agreed service standards.

14. Promote a teaching, learning and working environment that is free from discrimination, harassment and bullying and where all students and staff feel safe to express their individuality.

15. Be responsible for safeguarding and promoting the welfare of students.

16. Maintain student morale and discipline within the college site.

17. Through CPD ensure you keep up to date with relevant industry and academic development.

18. Conduct yourself whilst undertaking college duties within the parameters of the Group's values.

19. Any other duties commensurate with the level of responsibility within the Group.

Note

While based primarily at one campus, the post holder will be required to work across any campus within The Windsor Forest Colleges Group, with regular travel between the Group's main sites forming an essential requirement of the role if required.

This post is not exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found here.

Exam cycles and results days are busy and fast-paced times for our team. While we stick to standard hours most of the year, you'll need to be flexible around these peak periods - which means the occasional early morning, evening, or very rare weekend.

PERSON SPECIFICATION - Exams Officer

	Essential	Desirable	Source of evidence
QUALIFICATIONS			
Minimum of 4 GCSEs at Grades A*–C / 9–4 (or equivalent Level 2 qualifications), including English and Mathematics, or demonstrable equivalent workplace experience.	X		AF
EXPERIENCE			
Proven track record of overseeing complex, high-volume logistical processes and managing large datasets with high levels of accuracy.	X		AF / IV
Experience administering examinations within a Further Education (FE), Sixth Form or secondary educational setting.		X	AF / IV
Experience operating an educational Management Information System (MIS) or comparable complex database.		X	AF / IV
SKILLS / KNOWLEDGE / ABILITIES			
Proven ability to think logically through multi-step operational processes, troubleshoot unforeseen issues rapidly, and multitask effectively under pressure.	X		IV / T
Demonstrated capacity to work proactively in a fast-paced, high-pressure environment, exercising sound initiative during peak examination windows.	X		IV
Proven organisational, time-management, and planning skills to balance competing priorities and meet immovable statutory deadlines.	X		AF / IV
Ability to work collaboratively within a team and autonomously without close supervision, consistently delivering work to an exacting standard of accuracy.	X		IV
Ability to interpret and enforce complex policies, procedures, and statutory regulations, adapting swiftly to evolving awarding body requirements.	X		AF / IV
Ability to communicate clearly, concisely and persuasively both orally and in writing with diverse stakeholders, handling sensitive enquiries and challenging conversations with staff, students, and parents/carers with authority and composure.	X		AF / IV
Strong IT and computer skills, including confident command of the Microsoft Office suite (Word, Excel, and Outlook) for data handling and reporting.	X		AF / IV / T
Strict commitment to maintaining confidentiality and complying with UK data protection legislation, including the Data Protection Act 2018 and UK GDPR.	X		AF / IV

KEY:

- Evidence of all the elements marked AF or AF/IV must be present in the application form to be shortlisted for an interview.
- All the elements marked IV will be assessed at interview.
- All the elements marked AF/IV will also be assessed at interview.
- All, or some, of the elements may be assessed by the Test/Presentation.