

**Job Description**

**Job title: Exams Administrator and Invigilator**

**Grade: 2**

**Hours: 37 hours per week (3 months’ Fixed-term Contract)**

**Responsible to: Standards & Accreditation Quality Manager**

**Location: Nottingham**

**Overview of the role**

To support the business by invigilating exams in line with rules and regulations of the awarding organisations. The Exam Invigilator will provide our learners and employers with excellent customer service and a safe examination environment, while ensuring the exams are conducted timely and securely. The role includes administering paper-based, as well as online exams; in a group and 1:1 settings. The exam locations include The Futures Group’s region-wide centres, as well as individual learners’ workplaces and offices.

**Duties and Responsibilities**

* Invigilate exams in a variety of environments / locations by strictly adhering to Futures’ and the awarding organisations’ rules and regulations
* Attend regular invigilation-related training sessions, standardisation meetings and any ad hoc events required by the business in order to remain compliant and maintain the centre status.
* Take responsibility for safe storage and transportation of exam papers, invigilation paperwork and equipment in line with GDPR and the awarding organisations’ rules and regulations, including posting exam scripts via the Post Office.
* Ensure the examination rooms meet the awarding organisations’ requirements and provide a safe exam environment for all learners.
* Communicate with learners and employers clearly and timely to ensure exams take place according to schedule.
* Manage challenging learner/employer situations which may require excellent problem solving skills and staying calm under pressure.
* Identify and raise any potential Safeguarding issues to the Safeguarding Team.
* Provide administrative support to the Standards & Accreditation team as required.

**COMPANY POLICY**

* + 1. Promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
    2. Commit to and demonstrate behaviours based on Futures’ Values.
    3. Develop and maintain own professional knowledge, skills and experience, including formal training, CPD, networking with fellow professionals and self-reflection in order to improve practice.
    4. Ensure a personal commitment to Customer Care and the Futures’ reputation for excellence.
    5. Comply with safeguarding requirements in accordance with legislation and policy.
    6. Ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
    7. Undertake any necessary administrative/ICT duties in line with role.
    8. Take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
    9. Undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

**PERSON SPECIFICATION**

**Post: Exams Administrator and Invigilator**

**Assessment Key**

A = Application Form - Iv = Interview - C = Certificates

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| **Method of Assessment** | **A** | **Iv** | **C** |
| **Education Requirements** |  |  |  |
| Educated to NVQ 2 or equivalent standard (e.g. 4/5GCSE’s@A-C level or intermediate GNVQ) | **\*** |  | **\*** |
| Computer literate to Microsoft Office standard, with ability to use a full range of ICT packages. | **\*** | **\*** |  |
| **Work Requirements** |  |  |  |
| Able to follow strict rules, regulations and guidance required to perform the duties (E) | **\*** | **\*** |  |
| Good problem solving skills and the ability to stay calm in high-pressured situations (E) | **\*** | **\*** |  |
| Able to prioritise workload, manage time and work in a target driven environment, whilst maintaining high quality standards (E) | **\*** | **\*** |  |
| Clear enhanced DBS check is required for this role (E) | **\*** | **\*** |  |
| **Company Requirements** |  |  |  |
| Flexibility to work across the region and contracts as required (E) | **\*** |  |  |
| Car owner and driver (suitable adjustments available for recruits with mobility disabilities – if required) (E) | **\*** |  | **\*** |
| Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and company policy (E) | **\*** | **\*** |  |
| Reliable and capable of fulfilling the invigilation rules and regulations (E) | **\*** |  |  |