



Gloucestershire College is advertising this role on behalf of Gloucestershire Professional Services (GPS).

About the Role – Employment Details

Post Number	A198
Job Title	Exams Coordinator x3
Salary	£28,935.23 - £30,311.86
Contract Type	Permanent – Full Time
Campus	Gloucester
Department	Exams
Reporting To	Exams Manager
Holiday	27 days' annual leave, increasing to 32 days after 5 years', plus an additional 3 days during Christmas closure
Pension	People's Pension – 4%-5% matched contribution

About the Role – Meet the Team

Our Exams Team consists of six Exams Coordinators working across our three campuses, delivering examinations for all learners, including those in apprenticeships, vocational courses, and English and maths qualifications. We are a collaborative and supportive team, working closely with various departments to provide the best possible experience for learners. Our team members come from diverse backgrounds with extensive exam-related expertise, allowing us to support learners across all subject areas as they progress toward their career goals.

Providing an exceptional learner experience while upholding the security and integrity of assessments is at the heart of what we do. Each Exams Coordinator is supported by the Deputy Exams Manager and receives regular one-to-ones, team meetings, and audit reviews as part of our department's strategic framework, overseen by the Exams Manager.

In this role, you will be responsible for the preparation and delivery of examinations across multiple awarding bodies, managing a caseload of curriculum schools' learners, and ensuring that learners progress smoothly through each stage of the examination process to achieve their qualifications

We offer comprehensive training, both internally and through awarding body continued professional development (CPD) and external training events, ensuring that exam professionals have the opportunity to develop and progress within the sector.

Our team includes both part-time and term-time members, with working arrangements based on the department's needs at the time of recruitment. We aim to offer flexibility where possible, if it aligns with business needs.

Please note that hybrid working is not currently an option.



About the Role – Duties and Responsibilities

Be part of a team of staff providing exams services to all customers, to include:

- Maintain a thorough understanding of all awarding organisation requirements
- Responsible for the accurate processing and maintenance, of exam entries, registrations, claims, results and certifications, ensuring quality through regular validation checks
- Work closely with Curriculum, and cross college, teams to ensure exams are planned and delivered to ensure the best possible experience for learners, to facilitate them performing to their best
- Working with the Exams Manager in developing and maintaining high levels of customer service and responsiveness through all aspects of exams provision
- Liaise with other college support services to obtain, validate and process examination access arrangements
- Develop and maintain effective and supportive working relationships with all users of the service
- Act as a first point of contact for all internal and external exam enquiries
- Work with the Deputy Exams Manager to coordinate, schedule, and train, invigilators in line with awarding organisation requirements
- Support invigilators throughout the setup and running of exams
- Responsible for personal compliance with relevant policies, procedures and controls, making suggestions around improvements
- Identify and assist in the implementation of policies, procedures and control to ensure accuracy of exams data internally on college systems, and externally with awarding bodies
- Work with the Exams Manager to ensure successful awarding organisation inspections
- Assisting with the collation and return of evidence for internal and external auditors and/or awarding bodies
- Providing support and working collaboratively with other members of the Student Programmes Office, as required
- Responsible for ensuring personal compliance with Data Protection policy and legislations
- Support curriculum events (such as enrolment, induction, awards ceremonies, open evening etc.) where required.
- When necessary, invigilate exams in accordance with awarding organisation regulations



About You

Our Shortlisting Criteria

Essential	– Must have experience of working within a busy office environment – Significant experience of accurate data processing – Experience of working to tight deadlines – Experienced in Microsoft Office – GCSE English and Maths grade 9-4 (or A-C) or equivalent (or willingness to complete) – Level 2 IT Qualification – Willingness to undertake Equality and Diversity and Safeguarding training
Desirable	– Experience of working in an Exams or Data Management office. – Knowledge of JCQ and other Awarding Body requirements and standards – Experience within the FE/HE sector or education sector – Administration Qualification – Customer Service Qualification

The Perfect Person for us will demonstrate

Abilities	– Good Problem Solver – Excellent accuracy and attention to detail – Able to work to strict deadlines – Excellent organisational skills and be a team player. – Excellent communication skills both verbal and written. – Ambitious in wanting the very best – Committed to continuously improving – Actively invites feedback from peers and customers to identify opportunities to improve. – Receptive to new ideas and learns from failures as well as successes. – Approaches difficulties with a positive attitude. – Openly communicates and resolves issues through helping not blaming others. – Treats others with respect and civility, building trust to bring out the best in people. – Takes responsibility for their own actions and work; committing to doing their best every time. – Committed to delivering the highest possible standards of customer service and undertaking the role to the highest possible standard
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Job Circumstances

- Able to travel between college sites (if required)
- Able to work some evenings to cover exams, where required.
- Willingness to work flexibly.
- Undertake any training required for the role
- Hold an Enhanced DBS check or be willing to undertake a check.
- This job description outlines the main duties at the time it was written. Tasks may change, but the role's overall nature and responsibility remain the same. These changes are normal and don't justify a change in the post's grading.

About the College – Our Expectations

- Take an active part in the Professional Development Conversations (PDC)
- Engage with all relevant Health & Safety regulations and assist the College in the implementation of its own Health & Safety Policy
- Actively promote the College's Equality and Diversity Policy
- Actively promote the College's Safeguarding Policy and Practices
- Support the College's sustainability policies and recognise the shared responsibility of carrying out duties in a resource efficient way
- Participate in enrolment
- Participate constructively in college activities and to adopt a flexible approach to your work.
- Undertake a first-aid qualification and participate in the first aid rota, as required.
- Undertake any other relevant duties as specified by your line manager commensurate with the level of this post

Safeguarding

At Gloucestershire College, we are committed to promoting the welfare and safeguarding of our young people and vulnerable adults. The College expects all students, staff and visitors to share this commitment. Safer recruitment practices are an essential part of this commitment.

If shortlisted, you will be required to complete a self declaration of any criminal record or other information that may make you unsuitable to work with children. This includes explaining any gaps in employment. Applicants will be required to disclose any cautions, convictions, reprimands or final warnings in line with the Rehabilitation of Offenders Act. The College is committed to the fair recruitment of ex-offenders in line with its policy and legal responsibilities.

Candidates will be asked to provide evidence of their right to work in the UK. Satisfactory references and online searches will also be completed as part of the safer recruitment process. The online search reviews publicly available information, including social media, to identify any concerns that may require further discussion. References may be requested either before interview, with consent, or following an offer of employment.

All successful applicants will be required to complete an enhanced DBS check appropriate to the role.