



Exams Officer Job Profile Grade 5

Reporting Relationships

Responsible to: Business & Operations Manager

Key relationships: Senior Leader – Exams, Staff, SLT

Liaising with: Exam Boards, Students, Parents

Statement of Purpose

To provide high-quality administrative support for all aspects of examinations administration, ensuring the accurate and timely processing of examination entries and results. The role supports teaching staff and students with examination-related queries and contributes to the continuous improvement of examinations processes, maintaining high standards of accuracy, confidentiality, and compliance with awarding body requirements.

Key Responsibilities

Support Examination Administration:

- Open, sort, distribute or respond to any post received from the examination boards
- Deal with telephone calls relating to examinations
- Collate examination entries from the Heads of Departments
- Maintain and update the filing system in the Exam Office
- Send, via EDI, exam entries and forecast grades to all exam boards
- Update the diary and the exam board timetables with forthcoming exam dates
- Ensure that there is a seating plan and invigilation documents for each exam scheduled
- Assist the Examinations Manager in ensuring that the correct number of exam papers arrive in time and are securely stored
- Order exam stationery
- Support the Examinations Manager by checking, labelling, and sealing exam papers ready for posting
- Obtain, sort and distribute exam results to the students and staff
- Take and receipt payments for examination entries or re-marks
- Collate information for the Examinations Manager regarding internal exams
- Carry out typing when necessary for the Examinations Manager
- Answer staff queries regarding exams and, if necessary, contact the relevant exam boards.
- Order syllabuses as and when required
- Deal with any student enquiries regarding results or exam entries
- Report to the Examinations Manager any problems with processes and to suggest improvements



Administration Support

- Provide administrative support to all of SLT as required and directed
- Provide reception cover as and when required
- Provide student absence cover as and when required

Other duties

- Provide first aid cover as and when required
- Participate in team meetings, induction training and staff probation and review processes
- Actively engage in own professional development and participate in the Trust's performance management arrangements
- Be familiar with and adhere to all relevant Trust Policies and Procedures
- Comply with the Trust's Health and Safety requirements

Professional Accountabilities (this list is not exhaustive and should reflect the ethos of the school)

The post holder is required to be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person. In addition, they are to contribute to the achievement of the school's objectives through:

Safeguarding

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with

Financial Management

- Personally accountable for delivering services efficiently, efficiently within budget and to implement any approved savings and investment allocated to the service area

People Management

- To comply and engage with people management policies and processes
- Contribute to the overall ethos/work/aims of the school
- Establish constructive relationships and communicate with other agencies/professionals
- Attend and participate in regular meetings
- Participate in training and other learning activities and performance development as required



- Recognise own strengths, areas of expertise and use these to advise and support others

Equalities

- Ensure that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation

Health and Safety

- Ensure a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Health and Safety policy

The content of this job description will be reviewed with the post holder on an annual basis in line with the performance management process. Any significant change in level of accountability that could result in a change to the grade must be discussed with the line manager



**Person Specification
Level 3: Salary Grade 5**

Skills Factors	Essential or Desirable	Measured By
Experience & Knowledge • Experience of providing administrative support within an examinations office or similar school administrative environment • Experience of handling examinations entries, submissions and communication with examination boards • Knowledge of exam board procedures including entries, forecast grades, timetables, results and post results services • Experience of supporting the preparation of examinations including seating plans, invigilation documentation and exam stationery • Knowledge of secure handling, storage and distribution of examination materials in line with awarding bodies • Experience of working to tight deadlines and during peak examination periods	E E E E E E	A/I A/I A/I A/I A/I A/I
Qualifications and Training • NVQ 3 in Business Administration or equivalent qualification or experience in relevant discipline • Undertake mandatory training and training relevant to role as required and directed • Good literacy and numeracy skills • Further training relevant to role	E E E D	A/I I A/I A
Personal Skills • Ability to co-ordinate work processes • Ability to complete work independently with minimal supervision • Ability to analyse and interpret information/data and apply to own work processes for short-term working planning • Make sound judgments based on assessment of risk and available information/data, seeking advice as necessary • Use initiative to respond to problems and situations independently, accurately assessing the need for management referral • Good interpersonal skills with ability to relate well to children and adults • Ability to communicate orally and in writing internally and externally, adapting to meet the needs of the audience • Maintain focus for medium to lengthy periods to complete work • Build personal relationships with stakeholders through regular contact and consultation • Contribute to strong team ethos where everyone's views and ideas are valued • Able to remain calm under pressure • Deal with interruptions and conflicting work demands, balancing day to day priorities with medium-longer term work goals	E E E E E E E E E E E E	A/I I I I I I A/I I I I I I



• Good organisational and planning skills with ability to prioritise and meet deadlines • Methodical with good attention to detail • Take responsibility for own and team actions to achieve work goals • Interpreting information within procedures to provide information, advice and guidance • Physical dexterity and co-ordination to ensure precision and swift action • Ability to operate and/or maintain relevant equipment/IT packages applicable in the role	E E E E E D	A/I A/I A/I I A/I A
Behavioural Attributes • Friendly and professional behaviours to meet the needs of the situation and/or audience, showing support and mutual respect • Customer focused with commitment to provision and improvement of a quality service • Honest and trustworthy with high level of integrity • Takes responsibility and accountability for work • Committed to needs of pupils, parents and other stakeholders • Identifies barriers and blocks to providing an effective service in an appropriate way, seeking to find a solution • Demonstrates a 'can do' attitude, participating, trusting and encouraging others and achieving expectations • Embraces and adapts well to change • Acts with pace and urgency when required, showing enthusiasm and motivation • Demonstrates focused implementation of role and responsibilities, even in challenging circumstances • Can learn from experiences and challenges to improve • Committed to continuous professional development of self and strives to perform to the best of ability in the role • Keeps up to date, shares knowledge and is open to new ideas and developing new skills • Seeks new opportunities and challenges	E E E E E E E E E E E D D	I A/I I I I I I I I I I I I
<i>In addition to the ability to perform the duties of the role, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:</i> • <i>Motivation to work with children and young people.</i> • <i>Ability to form and maintain appropriate relationships and personal boundaries with children and young people.</i> • <i>Emotional resilience in working with challenging behaviours and</i> • <i>Attitudes to use of authority and maintaining discipline.</i> A – Application Form I – Interview Process		