

JOB DESCRIPTION

POST TITLE:	Administrative Officer (Examinations and General Administration)
POST RESPONSIBLE TO:	Team Leader, WMG Academy for Young Engineers, Coventry
SALARY:	Grade 5 (SP 7 – 13) (FTE £20,444 - £23,023) (<i>Pro rata</i> £18,819 to £21,193 per annum)
CONTRACT TYPE:	Full time, Term-time only, 39 weeks per annum + 2 weeks in the summer for GCSE and A Level results.
CONTRACT TERM:	Permanent
START DATE:	ASAP

JOB PURPOSE

Reporting to the Team Leader, the Administrative Officer (Examinations and general administration) will support the smooth-running of day-to-day operations at the Coventry Academy, which includes handling telephone, email and in-person enquiries; reception; student attendance and other similar duties.

In particular, the postholder will be responsible for the organisation and facilitation of internal and examinations processes, working alongside the Data and Examinations Manager. This includes maintaining an accurate, efficient and effective Management Information System (Bromcom) and the organisation, facilitation and co-ordination of internal and external examinations process in accordance with the regulations laid down by the awarding body.

This position calls for some experience of working in a customer-facing role with excellent communication and people skills, as well as the capability to interact with students and staff. The ability to maintain accurate records and be highly organised is essential. High levels of computer literacy and excellent administration skills are also required.

Duties and Responsibilities:

The exact duties and responsibilities will be negotiated with the post holder. These will include:

Administration

Supporting the day-to-day smooth running of the Academy's administration to include telephone, email and in-person enquiries; reception; student attendance and other similar duties.

Examinations

To be responsible for the administration and organisation of all aspects of internal and external examinations, in accordance with the regulations laid down by the awarding bodies. Supporting the encouragement of a positive examination culture in the Academy to which all staff and students subscribe. This includes:

- Co-ordinating internal and external examinations, ensuring that they run efficiently.
- Taking responsibility for examination entries, results, timetabling and security, including the processing of all correspondence to and from Exam Boards; submitting accurate entries for external examinations in advance of deadlines; and resolving examination clashes in accordance with regulations.
- Overseeing administration for other exams, as the Academy determines e.g. GL Assessments.
- Processing applications for Access Arrangements and Special Consideration, liaising with the Curriculum Support Team.
- Managing the invigilation of all examinations, ensuring that all invigilators are trained in JCQ regulations.
- To organise exam rooms and materials, providing safe custody of and organising examination stationery and materials, including question papers, in accordance with regulations.
- Checking and distributing examination certificates.
- Handling results enquiries and appeals, as well as all post-results services including access to scripts, re-marks and clerical checks.
- Disseminating information and answering enquiries from external examinations boards, staff, students and parents/carers.
- Preparing and communicating a central timetable to include dates, times, venues and the number of candidates.
- Preparing and distributing examination timetables to candidates.
- Collecting and despatching worked scripts and coursework in accordance with the regulations. Organising the results process, being present and available in the Academy on the days when results are notified and overseeing the checking and distribution of results/certificates to candidates and information for staff.
- Ensuring that costs of any retakes are reimbursed by candidates, as appropriate.
- Keeping up to date with the requirements of the role by attending appropriate awarding body and other training meeting and keeping up to date with the latest procedures and regulations for external examinations.
- Checking DfE and other examination statistics before publication.

Generic

The following apply to all members of the Administration Team:

- Work within the Administration Team to provide a first-class service to WMG Academy's students,
- staff and visitors;
- Model the highest professional standards to staff and students in all aspects of the role;
- Be committed to working in a cohesive, supportive and forward-thinking team of colleagues
- which shares an ambitious vision for the WMG Academy;
- Be prepared to work flexibly in other areas, e.g. open events, parents' evenings, weekend
- Induction;
- To work at all times to the standards set out in the Code of Conduct for Staff;
- Any other duties as requested by Line Manager and commensurate with grade.
- Ensure all telephone and personal enquiries are dealt with efficiently and effectively in a way
- which promotes a positive image of the Academy;

- Work within the GDPR and Data Protection requirements.

PERSON SPECIFICATION

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively:

REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) DESIRABLE (D)	Evidenced via Application form (a), Interview (b), Task (c).
QUALIFICATIONS		
Educated to A Level/Level 3 or significant equivalent, relevant experience, with GCSE (or equivalent) grade C or above in English and Mathematics	E	(a)
Evidence of continuing professional development	D	(a)(b)
EXPERIENCE		
Experience as working as part of a busy team.	E	(a)(b)
Previous education administration experience, ideally in a similar context.	D	(a)(b)
Experience of co-ordinating examinations in a secondary school/Academy context.	D	(a)(b)
KNOWLEDGE AND SKILLS		
Excellent oral and written communication skills	E	(a)(b)(c)
Excellent interpersonal skills, with the ability to deal with difficult conversations in a calm manner using high levels of tact and diplomacy	E	(b)(c)
Computer literate, familiar with applications such as MS Office/Google workspace.	E	(a)(b)(c)
Ability to work unsupervised and to take the initiative.	E	(b)
PERSONAL ATTRIBUTES		
A commitment to working in a cohesive, supportive and forward-thinking team of colleagues who share an ambitious vision for the WMG Academy.	E	(b)
Willingness to comply with policies and procedures relating to Safeguarding, health & safety, confidentiality and data protection.	E	(b)

Ability to establish positive relationships with students, staff and visitors.	E	(b)
Flexibility and adaptability.	E	(b)
Confidentiality and discretion	E	(b)
Enthusiasm, optimism and energy, with a willingness to work 'across the piece', being flexible and interested in other areas, e.g., open evenings, parents' evenings, weekend induction events.	E	(b)
Ability to organise, plan and prioritise.	E	(a)(b)(c)
A commitment to ensure data is processed accurately and in a timely manner.	E	(b)