

# Exams & Assessment Admin Support

## JOB DESCRIPTION

**Job Title:** Exams & Assessment Admin Support

**Location:** Cambridge

**Job Type:** 12 month fixed term contract P/T - 12 hours across 3 days Mon/Wed/Fri

**Annual Salary - prorata (on 12 hours per week) £7,154 (£21,416 Full Time Equivalent)**

**Hybrid (a mix of working from home and office)**

**September 2024 start**

### Overview

The National Extension College (NEC) is an educational charity based on the outskirts of Cambridge, which is part of the Open School Trust. NEC has provided tutor-supported home study courses directly to learners for over 60 years, and also publishes learning resources for colleges and training providers delivering blended learning programmes for public and private sector organisations. Our mission is simple: NEC seeks to widen learning opportunities for learners who want flexible delivery of excellent and innovative courses and our staff are inspired and motivated by this mission.

### Job Purpose

This role will provide administrative support to the Exams and Assessment Team.

### Key Responsibilities

- Provide advice for students intending to take exams, and their parents/guardians/sponsors.
- Provide exam and coursework administration including processing of applications resolving problems and issues arising.
- Keep up-to-date with JCQ changes and regulations (including other awarding bodies).
- Maintain good working relationships with partnership exam centres.
- Provide advice and support to NEC's on-course students (A level, I/GCSE), monitoring progress, where appropriate.
- Provide administration for exam results processes.
- Assist in the process of assignment submission and feedback collection
- Processing despatch orders and liaising with external agencies
- Keep accurate records of communication
- Undertake other duties and responsibilities as appropriate since all staff are expected to work flexibly to respond to changing priorities and make sure that customer needs and business objectives are met.

### Knowledge & Skills

- Excellent communication and presentation skills - both written and verbal.
- Good analytical skills -able to understand and present data.
- Proactive approach.
- Excellent attention to detail.
- Good time management.
- IT literate and willing to learn new systems for example *learn@nec*.
- Experience of working in a customer service and/or administration role is essential.

## **Additional information**

### Benefits:

23 days annual holiday plus bank holidays (with additional 4 days during Xmas shutdown); healthcare; pension; group life scheme; employee discount on NEC courses and other training and development opportunities.

### Working arrangements:

NEC operates a hybrid working policy combination of office and home based.

### Application

To apply, please complete the application form <https://forms.gle/1AGglTv5c3ScsVlz6> and send to email [helen.smith@nec.ac.uk](mailto:helen.smith@nec.ac.uk) together with a CV.