

Exams & Assessment Administrator

JOB DESCRIPTION

Job Title: Exams & Assessment Administrator

Location: Cambridge

Job Type: Permanent - full time (36 hours per week)

Annual Salary range £21,500 to £24,000 (dependent on experience)

Hybrid (a mix of working from home and office)

December 2024 - January 2025 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 Manager for the provision of NEC's exams and assessment services. This will involve providing exam entry and exam results advice, guidance and support to NEC's distance learning students, and ensuring that key exams and assessment tasks are carried out at set times of the year, as well as ensuring NEC compliance with awarding body examination and assessment regulations.

Key Responsibilities

- Provide advice for students intending to take exams, and their parents/guardians/sponsors.
- Process exam entries to ensure standards of accuracy and entry deadlines are met.
- Provide exam and coursework administration including processing of applications resolving problems and issues arising.
- Deal with queries from both learners and partnership centers, making exam and coursework entries, ensuring information provided to learners is accurate.
- Deal with queries around special access arrangements, liaising with students and exam centres.
- Lead on oral exam sessions held at NEC.
- Update and maintain key exam and assessment information on NEC's learner management system for students and tutors.
- Keep up-to-date with JCQ changes and regulations (including other awarding bodies).
- Work with the Exams and Assessment Manager to ensure that key dates and deadlines on the exams and assessment calendar are planned and met.
- Work with other key NEC staff to resolve queries and complaints linked to exam entry processes and exam results issues.
- 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, ensuring students are aware of important deadlines, resolving queries and helping to develop and implement student experience improvements
- Coordinate the exam results processes.
- Monitor survey responses.
- Keep accurate records of communication
- Undertake other duties and responsibilities as requested, since all staff are expected to work flexibly to respond to changing priorities and make sure that customer needs and business objectives are met.

Performance measurement

- All tasks completed to given deadlines.
- Tasks completed with minimal errors.
- Student and exam centre feedback about the exams services is exemplary.
- Compliance with JCQ regulations.

Skills, competencies and experience

Essential

- Experienced education administrator ideally having a good understanding of examination requirements, exam entries and regulations
- 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 and prioritising skills
- A level or L3 or equivalent
- 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.

Desirable

- University degree or equivalent
- Experience in CRM databases and Moodle
- Analytical skills, able to present data

The person specification

A proactive and focused individual with drive and enthusiasm. A passion for education and the opportunities it presents to change lives, with a willingness to go above and beyond for NEC and its students.

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 email helen.smith@nec.ac.uk enclosing a copy of your CV together and please also complete an application form by clicking on this link: <https://forms.gle/3HDiVyezB3Fdy4e18>