

Job Description

Exams and Assessment Administrator
12 months Fixed Term Contract (Maternity Cover)
full time post
13 December 2021 to 12 December 2022
Cambridge

Overview

The National Extension College (NEC) is an educational charity based in Cambridge which is part of the Open School Trust. NEC has provided tutor-supported home study courses directly to learners for over 50 years, and also publishes learning resources for colleges and training providers and delivers blended learning programmes for public and private sector organisations.

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 and support 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 centres, 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.
- Coordinate the exam results processes.

- Provide admin support to the Student Services Team (pre and post enrolment) in busy times, holiday, and sickness.
- 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

- Administration experience ideal, preferably gained in an education setting.
- 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
- Experience of working in a customer service and administration role is essential.

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.

Annual Salary: £18,000 to £22,000 depending on experience

Closing date: 5 November 2021

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: the post holder will be based at our office in Sawston Cambridge, and NEC also operates a remote working policy.

Application

To apply, please email helen.smith@nec.ac.uk with a CV and covering letter setting out:

- What appeals to you about the role?
- The support and development you would need to be successful?
- Current salary?
- Notice period (if relevant)?
- If you live outside of Cambridge, would travel be an issue (where applicable)?