

EXAMINATIONS MANAGER/EXAMINATIONS OFFICER

JOB DESCRIPTION

Reporting to	Headmaster
Salary	£10,000 per annum (gross)
Hours of work	Part time – We anticipate the postholder will work for approximately 500 hours across a 12-month period to complete all of the responsibilities below. The above salary is therefore reflective of this commitment.
Other information	The postholder is responsible for ensuring that all responsibilities of the role listed below are fulfilled. Provided this is the case, we are happy to grant the flexibility for the postholder to work from home to complete any appropriate elements. During such periods, we would expect to agree at least 2 times each week where emails will be checked and responded to. Due to the nature of the role, we would also expect periodic visits to school at certain points during the calendar year, as well as almost full-time attendance during busy examination and results periods. Further details will be discussed at interview.

Purpose of the role

- To act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments
- To be responsible for managing the effective and efficient management and administration of external examinations in accordance with the Joint Council for Qualifications (JCQ) regulations (on behalf of the JCQ member awarding bodies) and/or awarding body rules and requirements for exams administration in a consistent and secure fashion, thereby helping to maintain the integrity and security of the examination and assessment process
- To provide support the head of centre/senior leadership team in fulfilling their responsibilities in ensuring that the centre is compliant with the JCQ regulations and awarding body requirements to ensure the integrity and security of the examinations/assessments at all times
- To understand JCQ and awarding body key dates and deadlines and have in place robust procedures to ensure these are met
- To ensure that all entries/registrations, withdrawals, and amendments are submitted in line with awarding body deadlines, and that late/high late entry or amendment fees are only incurred in exceptional circumstances
- Work proactively to avoid malpractice among students and staff, supporting the head of centre in taking all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during the course of and after examinations/assessments have taken place
- To manage the following members of centre staff:
 - Invigilators (deployed to conduct examinations/assessments in line with the JCQ regulations. This includes recruitment, interviewing, and annual training for new and existing invigilators)
 - Reception staff (to record the receipt of confidential exam materials)
 - Site staff (to ensure exam rooms are set up in line with JCQ regulations)
 - IT staff (to ensure the conducting of on-screen/online assessments in line with JCQ/ awarding body regulations and the provision of assistive technology where applicable to candidates with access arrangements)

- To ensure that candidates:
 - are accurately registered/entered for all relevant qualifications
 - sit their exams under appropriate and regulated conditions
 - receive accurate and timely results
 - have access to post-results services, where applicable
- To support the centre's contingency measures
- To complete a range of training activities in line with JCQ/awarding body regulations (for example, undertake regular CPD, such as attending an annual update course, cyber security training)

The exam system

- Awareness of key stakeholders (including the Department for Education, Ofqual, JCQ and its awarding bodies)
- Possess a detailed knowledge and understanding of JCQ documents, including General Regulations for Approved Centres, Instructions for conducting examinations, Suspected Malpractice: Policies and Procedures, A guide to the special consideration process, Post-Results Services and A guide to the awarding bodies' appeals processes
- Understand, and complete key activities within, JCQ's Centre Admin Portal (CAP)
- Annually complete the National Centre Number (NCN) Register update
- Support inspections undertaken by the JCQ Centre Inspection Service (CIS), particularly general inspections during an exam series and question paper integrity inspections

Assessments

- Oversee the conducting of external assessments, including timetabled written exams, listening exams, speaking tests, on-screen tests, exams/assessments conducted in a 'window' of dates, and where applicable, practicals and performances, non-examination assessments (NEA) and coursework
- Support the conducting of mock/internal examinations along with SLT, including confirming/awareness of the schedule for the year, who will invigilate, where exams will be roomed, how candidates will be briefed, whether exams will be conducted in line with JCQ regulations, and the collection and secure retention of work for resilience arrangements
- Resilience arrangements – support the acquisition of evidence of candidate assessment performance, such as mock examinations, to enable alternative methods of awarding grades if required in the unlikely event that the government determines that exams cannot go ahead

Policies

Contribute to the development, implementation, and maintenance of JCQ-required policies including the following:

- **Child Protection/Safeguarding Policy:** Provide exam-related scenarios and coordinate invigilator training
- **Complaints Policy:** Outline procedures for submitting entries, conducting exams, sharing results, and handling post-results enquiries
- **Contingency Plan:** Detail responsibilities and tasks in case of absence during any stage of the exam cycle
- **Data Protection Policy:** Ensure compliance with UK GDPR and the Data Protection Act 2018 regarding exam-related data
- **Internal Appeals Procedure:** Inform senior leaders about processes and deadlines for clerical re-checks, reviews of marking/moderation, and appeals
- **Malpractice Policy:** Promote awareness of malpractice risks, educate candidates, and define escalation procedures within the centre including **AI policy**.
- **Whistleblowing Policy:** Provide examples of exam-related activities that may require whistleblowing

- **Use of Word Processors Policy:** Confirm arrangements for using word processors during assessments
- **Candidate Identification Procedures:** Recommend appropriate methods for verifying candidate identity during exams
- **Post-Results Services Procedures:** Clarify how candidates can request access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals, including timelines and communication protocols
- **Emergency Evacuation Policy:** Define roles and responsibilities during evacuations, communication with stakeholders, and reporting procedures to awarding bodies
- **Conflicts of Interests policy:** outlines the procedures a school or institution uses to identify, manage, and mitigate situations where personal relationships or competing loyalties could compromise the integrity of an assessment
- **NEA Coursework Policy:** This policy is designed to cover procedures for planning and managing non-examination assessments
- **An Equalities Policy / EAA:** An exam equalities policy ensures disabled candidates and those with protected characteristics are not substantially disadvantaged in assessments. It governs the application of **Access Arrangements**
- **Cyber Security Policy:** This policy sets out our approach to cyber security, outlines roles and responsibilities, and ensures compliance with relevant UK legislation

Main duties and responsibilities

The exam cycle

Planning

- Effectively use the tools within JCQ's shared services and awarding bodies' online systems and in compliance with awarding bodies' Multi-Factor Authentication (MFA) requirements
- If applicable, ensure familiarity with the centre's Management Information System (MIS)
- Oversee (as the main administrator) and manage appropriate access rights for relevant internal stakeholders using JCQ and awarding body online tools
- Ensure key tasks are undertaken and external key dates and deadlines are met
- Communicate clear internal deadlines and processes for gathering/sharing exam-related information from/with relevant internal stakeholders
- Brief candidates/staff/parents/carers on examination regulations and requirements
- Actively support the head of centre in co-operating with the JCQ CIS, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit
- Annually confirm the information required by the NCN Register update and inform of any changes to centre status
- Manage arrangements to receive, move, check and store question papers and other confidential materials safely and securely at all times and for as long as required in accordance with the regulations (including the completion of required logs)
- Report potential and actual security breaches
- Maintain the centre's secure room and secure storage facility in line with JCQ regulations
- Support the head of centre in managing potential conflicts of interest.
- Support the Special Educational Needs Coordinator (SENCo) (or equivalent role) in implementing examination access arrangements and reasonable adjustments for eligible candidates (processing approval applications and requesting modified papers by the published deadlines)

Entries

- Implement processes and liaise with relevant internal stakeholders to gather correct entry information to avoid late (or other penalty) fees
- Be aware of awarding body guidance relating to different entry structures and entry rules (for example, linear and unitised)

- Liaise with relevant internal stakeholders to ensure final entries that have been submitted to an awarding body are regularly monitored, submitting timely changes (amendments/withdrawals) to ensure candidates take the correct papers at the correct time.
- Enter candidates under names that can be verified against suitable identification
- Maintain candidate identifiers - Unique Candidate Identifier (UCI)/Unique Learner Number (ULN) for each candidate entered for an examination or assessment and enter candidates who are on roll at the centre as internal candidates
- As applicable, submit entries via the centre's Management Information System (MIS)/using the awarding bodies' secure systems
- Check entry information against awarding body entry confirmation/feedback including any warning reports
- Liaise with the Finance Department to ensure fees are paid as instructed and at the time specified by the awarding bodies
- Submit any applications for transferred candidate arrangements in accordance with the JCQ/ awarding body requirements

Pre-exams

- Recruit, train, evaluate and manage a team of invigilators
- Securely receive/access, handle/move, check and store confidential materials and subsequently remove question papers from secure storage in line with JCQ regulations
- Confirm and publish centre and candidate exam timetables
- Effectively resolve any exam timetable clashes and manage overnight supervision arrangements (where arrangements may be required as a last resort once all other options have been exhausted) in accordance with the regulations
- Understand JCQ regulations relating to:
 - Starting times for examinations
 - Varying the timetable under certain circumstances (for example, to resolve a timetable clash)
 - Maintaining candidates under centre supervision
 - Dealing with candidates who arrive late or very late for their examination
- Determine rooming for examinations and assessments, and candidates including those with specific requirements.
- Create seating plans that show the exact position of each candidate in the exam room in line with JCQ regulations
- Share exam information with candidates, parents/carers, and centre staff ahead of an exam series as per JCQ requirements. including JCQ Information for candidates and exam-related information.
- Inform JCQ where it is intended that a timetabled examination for any candidate(s) will be conducted at an alternative site

Exam time

- Effectively deploy fully trained invigilators to exam rooms in accordance with the requirements
- Ensure procedures are in place to verify the identity of all candidates at the time of the examination

- Ensure each exam room is set up in line with JCQ regulations, including seating arrangements/plans, displaying JCQ posters outside the exam room, adding exam information on a board, flip chart or whiteboard, a clock showing the actual time, and removing/covering display material.
- Check and open question paper packets in line with JCQ regulations including conducting and logging a second pair of eyes check before question paper packets are opened
- Manage temporary/emergency access arrangements for eligible candidates as the need may arise during exam time
- Be aware of, and manage, unauthorised items in the exam room
- Deal with emergencies, including an evacuation of the exam room
- Manage unexpected issues or irregularities which may affect the conduct of examinations
- Deal with and support the head of centre in investigating and reporting any cases of alleged, suspected or actual incidents of malpractice.
- Maintain the confidentiality and security of candidates' responses and dispatch scripts according to the requirements including the DfE yellow label service/awarding body instructions
- Submit to the published timescales, relevant follow-up reporting to awarding bodies in relation to the very late arrival of candidates for examinations and applications for special consideration where candidates meet the published criteria

Results and Post-Results

- Ensure candidates and relevant internal stakeholders are aware of processes, key dates and deadlines in relation to the issue of results and the arrangements for post-results services
- Plan, prepare for, and manage the restricted release of results and grade boundaries and the distribution of provisional statements of results in accordance with JCQ regulations and/or awarding body requirements
- Issue results to candidates
- Obtain candidate consent prior to requesting post-results services
- Manage and process post-results services requests in accordance with deadlines.
- Manage and administer the receipt, checking, distribution and retention of examination certificates according to the regulations