

Kent County Council

Job Description: *Exams and Accreditation Officer*

Directorate:	Children, Young People and Education
Unit/Section:	Community Learning and Skills (CLS)
Grade:	KR6
Responsible to:	Learner Experience District Manager

Purpose of the Job:

To undertake the end to end administration of Exams and Accreditation to best support Learner success, including accurate data management, internal and external customer service, upholding quality standards and rules set by CLS, Awarding Organisation and JCQ.

Main duties and responsibilities:

- Deliver an excellent and efficient customer experience through an up to date knowledge of rules and standards around exams and accreditation, but also more general enquiries in relation to CLS provision, responding to enquiries in a courteous, prompt and efficient manner.
- Implement the annual exam timetable, including invigilation when necessary, to ensure that registration, exams and certification activity are all undertaken in compliance with CLS, JCQ and Awarding Organisation standards.
- Administer procedures and processes including timely exam registrations, purchasing, data input and record keeping, to ensure the accuracy of reporting.
- Enabling successful examination days via planning and securing of appropriate resources and materials including exam invigilators, appropriate venues, the setting out of spaces and contingency planning; working with colleagues as appropriate to achieve success.
- Support the day to day functions of the team and CLS service when required, including monitoring e-mail and telephone messages for the Exams team and day to day site responsibilities (reporting site issues), to ensure excellent service delivery. This may include opening and/or closing the building or covering a reception desk, exam invigilation in centres and the community (this may involve an element of travel) and allocation of tasks to colleagues.
- Understand and meet responsibilities for CLS and KCC in relation to Equal Opportunities, Health and Safety, GDPR, Environment, Safeguarding (Including Prevent) and other policies and comply with financial regulations.
- Work within defined procedures and guidelines, make judgements to find solutions to resolve problems and improve workflow to achieve outcomes and KPI's.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Exams and Accreditation Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Level 2 or equivalent English and maths or be willing to attend suitable courses to attain these within 2 years of being recruited to the role • ICT – ECDL/ICDL or equivalent.
EXPERIENCE	<ul style="list-style-type: none"> • Experience in a customer service environment. • Administration for education and / or training providers • Data input and analysis • Finance and budget awareness • Evidence of examination management • Good working knowledge of Excel
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Can use Microsoft Office tools (Word / Excel / Teams) • Well organised and can plan ahead • Work as part of a team and independently when required • Ability to problem solve • Work with accuracy and diligence • Ability to travel to meet the requirements of the service in a timely manner.
KNOWLEDGE	<ul style="list-style-type: none"> • Accreditation process and management • Commitment to diversity and inclusion and the promotion of diversity in all aspects of working • Awareness of GDPR and confidentiality issues • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p>

	<p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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