

Kent County Council

Job Description: Exams and Learner Services Officer

Directorate: Children, Young People and Education

Unit/Section: Community Learning and Skills (CLS)

Grade: KSD

Responsible to: Exams and Learner Services Lead

Purpose of the Job:

Deliver a high-quality, inclusive customer experience by applying current knowledge to support learners achieving their objectives

To deliver a high-quality, inclusive and compliant exams service by managing enrolment, eligibility, access arrangements, and exam delivery in line with JCQ, Awarding Organisation, CLS and KCC standards.

The role ensures operational efficiency, inspection readiness, and a positive learner experience through effective planning, resource coordination, and adherence to policies and procedures.

Main duties and responsibilities:

1. Deliver a high-quality, inclusive customer experience by applying current knowledge of course enrolment, eligibility, exams, and accreditation standards.
2. Ensure compliance with Awarding Organisation and JCQ requirements through accurate documentation, inspection readiness, and adherence to relevant policies.
3. Implement the annual exam timetable to ensure that entries, registrations (where directed), exams and post-exam activities are all undertaken in compliance with CLS, JCQ and Awarding Organisation standards.
4. Enabling successful examination days via planning and securing of appropriate resources and materials including exam papers, invigilators, appropriate venues, the setting out of spaces and contingency planning; working with colleagues as appropriate to achieve success.
5. Identify, record, and implement access arrangements in accordance with JCQ regulations to ensure fair and compliant exam delivery. Liaise effectively with the Access Arrangements Lead, following established procedures and timelines
6. Administer procedures and processes to ensure the accuracy of reporting and the smooth organisational running of the service. This may include organising room usage, 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.

7. 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.
8. Perform a security role for the site; to enable a positive learner experience, ensure rooms and resources are prepared for use, including movement of light furniture and setting out of spaces in liaison with tutors and colleagues.
9. 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 Learners Services 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 • Digital Skills - Entry level or equivalent • NVQ L2 (or working towards) in Customer Care 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 • Problem solving
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. • Able to perform site security role
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 • Awareness of Matrix Standard and how it applies to a customer facing role. • 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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making