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|  | | | | JOB DESCRIPTION | | | Form JD1 |
| JOB TITLE: Community Learning and Exams Coordinator | | | | | POST NUMBER: 1100DBL | | |
| **REPORTS TO** (Job Title): | | | | | Health and Leisure Learning Manager | | |
| **DEPARTMENT:** Lifelong Learning and Skills Service | | | | | GRADE: 6 | | |
| **JE REF:** | | | 3450 B00719 | | PANEL DATE: | 181114 | |
| **1.** | **MAIN PURPOSE OF JOB**  The post involves two interrelated main tasks:   * To provide support to the informal learning manager in the running of the programme ensuring that tutors and students get a high quality experience at all venues and classes. Help the manager with the planning of programmes providing input to the development of the overall programme. * To coordinate and administer exam the external and internal examinations / accreditation function for the service. To ensure that all staff working on external and internal accreditation are working to a common set of procedures and practices and meeting appropriate internal and external standards. | | | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | | | |
|  |  | To support the develop of the services programme offer including the development of full cost programmes, one day workshops and programmes that contribute to the Inspire full cost programme | | | | | |
|  |  | To manage the day to day running of the area programme ensuring that tutors are supported in providing high quality learning to students attending programmes | | | | | |
|  |  | To manage the provision of a high quality and multi-disciplined administrative function that provides reception, telephone, clerical, word processing and routine support. | | | | | |
|  |  | To be directly responsible for co-ordinating the work of the area administrative staff and manage staffing cover for evenings, exams and sickness. | | | | | |
|  |  | Administer Quality Assurance systems (e.g. Learning Outcomes system) and contribute to the services quality procedures and processes with appropriate input to the services self assessment process | | | | | |
|  |  | Working closely with the MIS team ensure that results information or any changes to learner aims are updated promptly, to maximise and ensure the accuracy of funding claims. | | | | | |
|  |  | Responsible for handling petty cash, enrolment fees, invoicing and banking ensuring that fees and other payments are collected, receipted and banked in line with audit requirements. | | | | | |
|  |  | Respond to student enquiries and problems with regard to the organisation of their course, ensuring that students are provided with adequate course and centre information | | | | | |
|  |  | To monitor registers and other records to ensure that they comply with organisational arrangements are carried out according to service requirements | | | | | |
|  |  | Organisation of resource requirements for tutors, including photocopying, teaching supplies and equipment. | | | | | |
|  |  | Liaison with the School and other venues to ensure that rooms are booked, cleaned and prepared and deal with problems/complaints arising from the school, tutors or students. | | | | | |
|  |  | Be responsible for confidential information e.g. policies, admin staff, students and tutor records, ensuring compliance with the Data Protection Act. | | | | | |
|  |  | Administer and process staff pay claim forms, expenses and holiday pay. | | | | | |
|  |  | To manage the service external accreditation function including managing private candidates ensuring that service processes are accurate and timely to enable students to sit examinations at the appropriate time | | | | | |
|  |  | To ensure that all external exam are conducted in accordance with external examining body requirements and carry out audits of exam entry processes and procedures to ensure that they are being carried out cost effectively and efficiently | | | | | |
|  |  | Liaise with managers and tutors regarding all examination entries and the timetable by which entries must be made including booking venues and publicising the examination schedule to staff and students. | | | | | |
|  |  | Liaise with Examination Boards regarding all aspects of policy relating to examination regulations | | | | | |
|  |  | Raise appropriate purchase orders and check invoicing is carried out in the most efficient manner. | | | | | |
| **3.** | SUPERVISION / MANAGEMENT OF PEOPLE No. reporting - Direct: **up to 3** Indirect: 0 | | | | | | |
| **4.** | **CREATIVITY & INNOVATION**   * Some pressure for information requirements to meet deadlines * Within guidelines change processes and procedures to ensure that students and tutors get the levels of support that they need * Able to work without regular supervision * Post will involve having to manage a number of conflicting demands and work on several projects at the same time * Some lone working without access to direct line management support for day to day decision making | | | | | | |
| **5.** | **CONTACTS & RELATIONSHIPS** Internal  * Regular contact with managers, team members and colleagues calling for the exchange of information, sometimes of a complex and sensitive nature, orally, in writing or electronically where some tact and discretion will be required. * Able to work effectively as part of a team and understand the implications of teamwork. * Able to demonstrate skills in presenting ideas and systems to new members of staff Ability to work with all levels of staff within the organisation  External  * Contact with visitors, suppliers and agencies on operational matters, sometimes of a complex and sensitive nature, which may require tact and discretion. * Able to relate to a wide range of people | | | | | | |
| **6.** | **DECISIONS – discretion & consequences**   * Own work is managed rather than directly supervised and results/ outcomes are assessed at agreed/ set intervals. * Can design, develop and implement modifications/ variations to processes and operations and introduce new working arrangements. * Uses discretion when responding to , face to face and telephone queries from colleagues and others outside the Council so as not to commit any breaches of confidentiality/ indiscretions. * Day to day decisions concerning the Implementation of service policy and procedures, interpretation of policy and impact. * Subject to policy and procedural guidelines, the jobholder is able to use initiative in the management and allocation of workload to team members to meet departmental priorities, responding to queries, and in adapting and designing information and administrative systems to meet the specifications of others. * Uses initiative in proposing changes to working practices and/ or processes for own and departmental administrative work area.   Consequences   * Decisions can have an impact on some internal processes and the working conditions of some staff across the service * Lack of accurate exam entries and recording can have a detrimental effect on the students learning and the reputation of the service | | | | | | |
| **7.** | **RESOURCES – financial & equipment**   * Petty cash up to £l00 * Imprest Bank Account up to £5000 * Collection and banking of student fee income * Coding and paying of invoices into each of the centres. * Maintaining the Inventory of equipment and PAT Testing up-to-date | | | | | | |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context** Work demands  * Subject to occasional supervision, the jobholder has a range of daily tasks, some non-routine and complex, with certain set deadlines, interruptions and competing demands.  Physical demands  * Normal office environment. * Some travel to other venues  Working conditions  * Normal office environment.  Work context  * Normal Office environment. | | | | | | |
| **9.** | **KNOWLEDGE & SKILLS**  **Knowledge and Qualifications:**   * NVQ Level 3 or equivalent in office and business administration or related area * Word Processing OCR 2/3 or equivalent experience * High level of competence in ICT skills, specifically in word processing, spreadsheets and databases * Knowledge of Health & Safety regulations, Equal Opportunities and Equality and Diversity Legislation * Minimum Level 2 qualification in English and maths * Level 2 ICT qualification (or able to demonstrate competency at this level)   **Skills and Experience** Able to prioritise work including conflicting demands and deadlinesProactive with highly developed organisational skillsGood interpersonal and listening skills with a wide range of peopleHighly literate and numerateApproachable, courteous, able to present a positive image of the service to staff, students, tutors and general publicHigh standard of IT skills and recent experience of Microsoft Office application including Access, spreadsheets and word-processingSubstantial experience of working with administrative systems in a busy officeWorking independently and unsupervisedGeneral Education/Adult Education/FEAble to work up to1 evening per week as required by the Head of Operations and SupportTo be flexible in terms of hours and place of work i.e. off site  * Good presentation skills * Supervisory management skills | | | | | | |
| **10.** | Position of Job in Organisation Structure Health and Leisure Learning Manager  Flexible Learning and Exam Coordinator Community Learning Coordinator WY/Hun  This Job  Operations Administrator – Community Learning  Operations Assistant | | | | | | |