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|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE:** Operations Administrator – MIS and Exams | **POST NUMBER:**  |
| **REPORTS TO** (Job Title):  | **Exams Coordinator** |
| **DEPARTMENT:** Learning and Skills | GRADE: 4 |
| **JE REF:** | 3023 | PANEL DATE: | 28/05/2019 |
| **1.** | **MAIN PURPOSE OF JOB** To provide an efficient and effective administrative support service under the supervision of the office manager. To provide specific support for MIS and Examinations processes across the service |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  |  | To be responsible for specific administrative functions and to monitor and develop the processes and procedures employed. |
|  |  | To develop and implement administrative systems, computerised and manual databases. |
|  |  | To support managerial and professional members of staff in the gathering and collation of information and the production of reports and other documents in an accurate and timely manner.  |
|  |  | To work within an agreed set of priorities in managing the department’s workload so as to reconcile competing demands for administrative support. |
|  |  | To answer incoming telephone calls, responding to requests for information, where appropriate, transferring calls to other members of staff and taking accurate messages if staff is unavailable. |
|  |  | To undertake photocopying, ordering of office stationery and materials and other office routines. |
|  |  | To arrange meetings, booking accommodation, etc. within departmental guidelines, liaising with other members of staff and/ or others external to the Council. |
|  |  | To provide intelligent data entry for all programmes across the service, ensuring that data is entered correctly and in a timely manager |
|  |  | To support the MIS manager in making national returns and data requirements for all contracts |
|  |  | Provide staff across the service with management information data to support service delivery  |
|  |  | To provide support for enrolments and course booking when needed, using the services booking and payment systems. |
|  |  | To support the management of the examination function across the service, specifically to ensure that exam entries and MIS system data match |
|  |  | To implement systems and processes to ensure the accuracy of exam entries and provide management information to tutors about the students they are teaching  |
|  |  | In liaison with the Examination Coordinator, coordinate the provision of invigilators to lead examinations and deliver examination papers in accordance with the regulations stipulated by the Examination Board. |
|  |  | In liaison with the Examination Coordinator and Childcare & Learner Support Coordinator, provide support, advice and training for invigilators to ensure that invigilators have up to date knowledge and confidence to direct learners in accordance with Examination Board regulations. |
|  |  | Invigilate examinations where required and occasionally transport live exam papers in a secure manner |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - Direct: 0 Indirect: 0 |
| **4.** | **CREATIVITY & INNOVATION*** Subject to supervision and procedural guidelines, the jobholder is able to use initiative in responding to queries, the management of his/her own workload and in the development of administrative systems.
* Uses initiative in determining the content and layout of letters and other documents.
* Within guidelines change processes and procedures to ensure that students and tutors get the levels of support that they need
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| **5.** | CONTACTS & RELATIONSHIPS* **Internal** Regular contact with supervisor and colleagues calling for the exchange of information orally, in writing or electronically where some tact may be required.
* Able to work effectively as part of a team and understand the implications of teamwork
* Face to face with learners and tutors at exam times to enable a smooth process in a stressful environment.
* **External** Contact with visitors, suppliers and agencies on operational matters, which may require tact and discretion.
* Face to face with members of the general public
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|  **6.** | **DECISIONS – discretion & consequences*** Without close supervision, but subject to set guidelines, the jobholder makes decisions from an established range of alternatives and prioritises his/ her workload to meet departmental objectives.
* Judgement is required providing solutions to problems within which there is a need to interpret information and from which a number of alternatives are possible.
* Can suggest modifications/ variations to processes and 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.
* The administration which the jobholder undertakes has an impact on the internal efficiency of the operations of the department and the service it provides to its customers.
* Decisions in respect of invigilators based on policy, procedure and Examination Board regulations taking into account learner needs .

**Consequences*** Lack of accurate exam entries and recording can have a detrimental effect on the students achievement and the reputation of the service
* Inaccurate entry of exam registrations and tracking of learners progress, can lead to insufficient funding being drawn down and a budget deficit.
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)*Description Value * Normal office equipment.
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| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands* Subject to supervision, the jobholder has a rota of daily tasks, but the order is subject to change with certain set deadlines, interruptions and competing demands.
* The ability to cover for the exams co-ordinator with the planned provision of exams in their absence, this requires some on the spot decision making and discretion.

Physical demands* Normal office environment.

Working conditions* Normal office environment.
* Will be required to go off site to support the administration or invigilation of exams
* Post involves some evening work in relation to the administration and invigilation of exams

Work context* Normal office environment.
* Some work in other venues including schools where exams are taking place
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| **9.** | **KNOWLEDGE & SKILLS*** N.V.Q. level 2 in administration or equivalent experience of a wide range of clerical/ administrative tasks.
* ECDL Level 2, R.S.A. ll Typing, CLAIT or equivalent experience.
* Understanding of a range of routine administrative work procedures which would require some specific job training and a period of induction.
* Computer literate, competent in the use of Council computer packages and numerate.
* Front of House/customer service skills required.

Skills and ExperienceAble to prioritise work including conflicting demands and deadlinesProactive with highly developed organisational skillsGood interpersonal and listening skills with a wide range of peopleSound oral and written communication skills.Approachable, 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 unsupervisedWorking within a teamGeneral Education/Adult Education/FEAble to work up to1 evening per week as required To be flexible in terms of hours and place of work i.e. off site* Good presentation skills
* Experience of a multi-functional administrative office environment.

In addition to specific job requirements, all staff working in the service are expected to hold or achieve minimum GCSE (A-C) or an up to date level 2 qualification in English, maths and ICT. Support will be given to staff to achieve these standards where required**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Exams Coordinator THIS JOBOther posts at this level Operations Administrator – HR and FinanceOperations Administrator – Teaching and Learning Data and MIS AssistantOperations Administrator – Community Learning Jobs reporting up to this one: none |