

The Leicestershire College

Job Description

1. Job Details

Job Title:	Exams Officer
Department:	MIS and Exams
Reporting To:	Exams Manager
Competency Level:	Business Support 2
Hay Grade:	G3
Salary:	£30,090 Per Annum
Date of Job Evaluation:	January 2019
Date:	February 2026

2. Job Purpose

The Exam Officer will report to the Examinations Manager and will administer and co-ordinate the smooth and efficient running of the exam cycle including registrations, exams, assessments and closing down all student records making claims as appropriate after the student journey.

They will also be required to liaise with awarding and accreditation bodies and staff across Loughborough College Group and assist the Examinations Manager in ensuring that the college operates all of its assessments and tests in full accordance with the regulations of both the JCQ and individual awarding body specifications whilst maintaining best practice.

This role requires a very high standard of detailed, accurate work in all aspects to ensure the best delivery of service for students and the college.

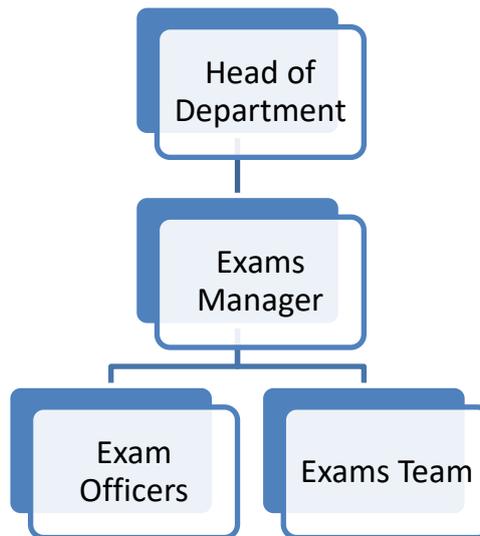
3. Dimensions

Not Applicable

Name:	Job Description Template -TLC	Owner:	HR
Document Reference:	HR-TT-078	Last Review:	Aug 2025
Version:	1.0	Next Review:	Aug 2027

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4. Organisation chart



5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



6. Key Responsibilities

Role specific responsibilities

- Work with curriculum managers and exam colleagues to co-ordinate the planning, staffing, staging and accommodating of college exams, assessments, set tasks, and T Level employer set projects, including liaising with external agencies as required.
- Operate within all internal and external guidelines and deadlines to ensure that exam entries, returns, results and statistics are completed in the most appropriate way.
- Use and maintain the college student records system relating to assessment data. Monitor that information to ensure it is current, compliant and meets funding (and other) requirements; and ensure appropriate records are maintained to meet all internal and external audit requirements.
- Responsibility for ensuring the day-to-day assessment operation is compliant with JCQ and appropriate Awarding Body rules and regulations.
- Ensure the assessment timetable is planned efficiently (staffing, rooming and resources) whilst maintaining compliance with regulations and best practice.
- Ensure invigilators (whether curriculum staff or core invigilator pool) are given all information relevant to individual exam sessions and students before start.
- Assist in the day to day supervision of invigilators and be involved in the training of invigilators.
- Co-ordinate and plan to ensure necessary provision is made for students with special requirements, liaising with cross College teams and Awarding Bodies to maintain an accurate and consistent procedure and level of service.
- Liaise with and provide advice, guidance and support to college staff and students as necessary on all aspects of examination organisation and administration.
- Ensure day-to-day working practices are compliant with GDPR legislation.
- To assist as required in ensuring that requirements of both external and internal audits are met.
- Assisting with all exam related tasks where required, especially at peak times.
- Undertake required training to ensure wider exam knowledge is updated and refreshed enabling support for the wider exams team where required.
- Undertake such training and education necessary to update skills and knowledge related to the changing needs of the College.
- Have an understanding and awareness of the provisions of the Data Protection Act and the Freedom of Information Act.
- This role may require occasional working at other College sites.
- Any other duties relevant to the post.

Core Responsibilities

- To promote the College's vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

7. Key Result Areas

Action	Result
Ensure the timely preparation and process submissions where necessary.	Error free exam submissions for college students to awarding bodies as enrolled.
Co-ordinate the Planning, staffing, accommodating and delivery of all college examinations and comply to all external deadlines.	Well planned and smooth running of examinations cycle throughout academic year
Maintain compliance of Awarding Body and JCQ rules and regulations.	Sanction free, fully compliant centre.
Timely and efficient processing and tracking of achievements to student data.	Timely, accurate and reliable student data

8. Key Working Relationships and Communications

Internal: MIS and Exams staff, Curriculum Managers and Staff, Business Support Managers and Staff, Students

External: Awarding Bodies, JCQ, System Management Provider, Exam Officers in other organisations.

9. Scope for Impact

Accurate and timely exam administration is required for all aspects of the exam service to enable us to work effectively, efficiently and remain compliant, giving students the best chance to achieve and reducing maladministration.

10. Competency Profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Understands the importance of appraising and evaluating results of online searches and be a critical user of digital technologies.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Interview
2.	Business Administration L3 or willingness to work towards a relevant qualification	•		Application/ Certificates
EXPERIENCE				
3.	Proficient in the use of Microsoft Office (including MS Excel at an intermediate level)	•		Application/ Interview
4.	Experience of working within a Management Information team or similar environment	•		Application/ Interview
5.	Experience of the planning, administration and recording of examinations and assessments		•	Interview
6.	Experience of working to clearly defined rules and processes	•		Interview
7.	Experience of College MIS/CIS or similar equivalent systems		•	Interview
8.	Experience of audit procedures		•	Interview
9.	Handling sensitive Data and situations with discretion, professionalism and confidentiality	•		Application/ Interview
SKILLS & KNOWLEDGE				
10.	Knowledge of Further Education and the associated funding methodologies and ILR specification		•	Interview
11.	Good organisational and time management skills	•		Interview
12.	Experience of presenting/delivering training to small groups		•	Interview
13.	Excellent communication skills (written and oral)	•		Interview
14.	Ability to work quickly and accurately	•		Application/ Interview
15.	Ability to work flexibly as part of a team and to work effectively under pressure and to deadlines whilst maintaining good relationships with customers and colleagues	•		Interview
16.	Ability to prioritise workload to manage conflicting demands	•		Interview
17.	Excellent interpersonal skills with the ability to work with staff at all levels across the organisation	•		Application/ Interview
18.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
19.	Self-motivated and able to use own initiative	•		Interview
20.	Conscientious	•		Interview
21.	Positive outlook	•		Interview
22.	Committed to providing excellent customer service	•		Interview

23.	Enthusiastic and flexible	•		Interview
24.	Promote the College's equal opportunities policy and practices	•		Interview
25.	Ensure the safeguarding of students	•		Interview
26.	A flexible approach to working hours within Exams Department	•		Interview
27.	Must be able to travel to any of our College sites	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in February 2026 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
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