The Leicestershire College
Job Description

1. Job Details

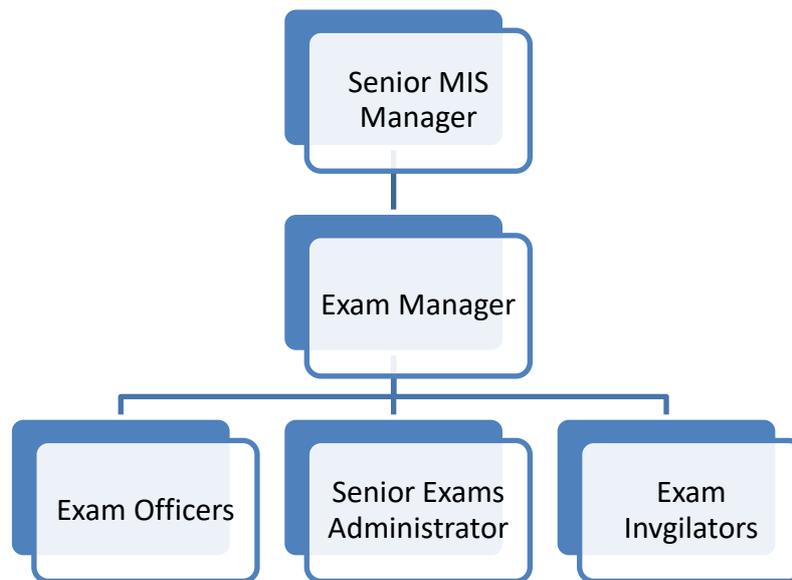|	
Job Title:	Exams Officer – Maternity Cover
Department:	MIS and Exams
Reporting To:	Exam Manager
Competency Level:	Business Support 2
Hay Grade:	G3
Salary:	£30,090.00 Per Annum
Date of Job Evaluation:	January 2019
Date:	February 2026

2. Job Purpose

The Exam Officer will report to the Exam Manager and will administer and co-ordinate the smooth and efficient running of the exam cycle including registrations, exams, assessment, T Level assessments and closing down all student records making claims as appropriate after the student journey. They will also be required to liaise with Awarding Organisations and staff across campus and assist the Exam 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

4. Organisation chart

```
            Senior MIS
             Manager
                |
            Exam Manager
                |
       +--------+--------+
       |        |        |
  Exam Officers  Senior Exams  Exam
                Administrator  Invgilators
```

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.

F Fairness
All individuals will be treated fairly, consistently and equally by ensuring everyone has a voice.

R Respect
Everyone will be treated with respect and decency throughout their time at Loughborough College Group.

E Equality
Everyone will be given the same opportunities throughout their time at Loughborough College Group.

D Diversity
The College will work towards being diverse by ensuring all people are represented and have role models to aspire to.

I Inclusion
Loughborough College Group will create an inclusive environment that celebrates everyone's individuality.

E Engagement
Loughborough College Group will ensure a more diverse and engaged community by ensuring effective communication, representation, feedback and collaborative working.

6. Key Responsibilities

Role specific responsibilities

- Co-ordinate the planning, administration and delivery of all examinations, assessments, set tasks and T Level Employer Set Projects, working closely with curriculum managers, the wider exams team, and external agencies where required.
- Ensure all examination and assessment activity complies with JCQ and all other relevant awarding organisation regulations and requirements, funding rules, and internal college policies, maintaining up-to-date knowledge of regulatory changes.
- Manage exam entries, amendments, withdrawals, results, returns and statistical data accurately and within published deadlines, ensuring data integrity at all stages.
- Maintain accurate assessment and examination records within the college's student records system, ensuring data is current, compliant and audit-ready at all times.
- Plan and produce efficient examination timetables, including rooming, staffing and resource allocation, ensuring appropriate security, access arrangements and regulatory compliance.
- Assist in training, brief and supporting invigilators, ensuring they receive clear and timely information for each exam session and are supervised in line with JCQ requirements.
- Co-ordinate and implement access arrangements and special consideration for students with additional needs, liaising with SEND teams, curriculum staff and awarding organisations to ensure consistent and compliant provision.
- Act as a key point of contact for staff and students, providing advice and guidance on examination regulations, procedures, timetables, results, post-results services and appeals.
- Ensure secure handling, storage and distribution of confidential examination materials before, during and after exam sessions, including scripts and candidate documentation.
- Ensure all exam processes comply with GDPR and data protection legislation, maintaining confidentiality and information security at all times.
- Support internal and external audits and inspections, including JCQ Centre and other relevant Awarding Organisation Inspections, ensuring required documentation and evidence is available and up to date.
- Assist with all examination-related activities during peak periods, providing flexible support to ensure smooth and effective exam delivery.
- Undertake regular professional development and mandatory training to maintain up-to-date knowledge of examination regulations, systems and sector best practice, contributing to the resilience and effectiveness of the exams team.
- 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
Co-ordinates and delivers all examinations, assessments and T Level Employer Set Projects in compliance with JCQ regulations, awarding body requirements and college policies, ensuring secure, timely and effective exam delivery.	• **Compliance-focused:** The college remains fully compliant with JCQ and awarding body requirements, with successful inspections and no sanctions. • **Student experience–focused:** Students experience well-organised, fair and disruption free examinations. • **Operational-focused:** All exam activity runs smoothly at peak periods, minimising risk, errors and operational disruption.
Plans and oversees examination timetables, staffing, rooming and resources, including the training and supervision of invigilators, resulting in consistently well-managed exam sessions.	• **Quality & consistency:** Exams are delivered consistently to a high standard across all sessions. • **Risk reduction:** Operational risks are minimised and exam sessions run smoothly, even during peak periods. • **Compliance-focused:** Staffing and rooming arrangements fully meet JCQ and awarding body requirements. • **Efficiency-focused:** College space and staffing resources are used effectively while maintaining exam integrity.
Implements access arrangements and special consideration for students with additional needs in collaboration with SEND teams and awarding organisations, ensuring fair, consistent and compliant assessment provision.	• **Student-outcomes focused:** Students are able to demonstrate their knowledge and skills fairly, without disadvantage. • **Compliance-focused:** Access arrangements and special consideration are implemented accurately, with no regulatory breaches or appeals upheld. • **Quality & consistency:** Support for students with additional needs is delivered consistently and to an agreed standard across the college. • **Inspection-ready:** Provision meets inspection and audit requirements with clear evidence and documentation.
Maintains confidentiality, GDPR compliance and exam security, supporting successful internal and external audits and safeguarding the integrity of the examinations process.	• **Audit-focused:** Audits and inspections are completed successfully with full evidence of compliance. • **Risk & assurance:** Risks to exam security and data protection are minimised, protecting the college from regulatory or reputational damage. • **Process integrity:** The integrity, credibility and trustworthiness of the examinations process are maintained.

8. Key Working Relationships and Communications

Internal: Senior MIS Manager, Seniors within MIS, Curriculum Managers and Staff, Business Support Managers and Staff, Students

External: Awarding Organisations, 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

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**	