

The Leicestershire College

Job Description

1. Job Details

Job Title:	Examinations Manager (Loughborough)
Department:	Management Information Systems (MIS)
Reporting To:	Senior Exam Manager
Competency Level:	Business Support 4
Hay Grade:	G9 or G5
Salary:	£42,929 per annum
Date of Job Evaluation:	tbc
Date:	September 2026

2. Job Purpose

Reporting to the Senior Exam Manager, the Examinations Manager role is highly intricate, with responsibility for managing the entire college examinations function from start to completion of the student journey, ensuring that all planning, entries, registrations, administration and exam delivery, outcomes, results and awards are processed efficiently and accurately.

The post holder is expected to have and maintain a detailed working knowledge of all relevant awarding organisation and stakeholder rules, methodologies and the JCQ regulations. They must be well-informed of changing priorities in the sector and the numerous differing occurrences that can occur on a day to day basis in exam situations.

The post holder will be the colleges nominated person responsible for exam security, JCQ and awarding body key contact.

The post holder is responsible alongside the Senior Exam Manager for the promotion of exam requirements cross college and helping to stimulate understanding and ensure compliance. The post holder will need to prepare working documents including operational policies and procedures as well as a comprehensive contingency plan in case of emergency absence to ensure the department can still deliver a full service for students, in line with JCQ requirements. Responsible for the creation and delivery of all JCQ and Awarding Body training modules across the entire college to ensure understanding and compliance at all levels.

The post holder is also responsible for working closely with the Senior Exam Manager to ensure that the departmental budget remains in line through close monitoring of spend, and clear allocation of resource occurs only where appropriate. (Exams budget is circa £2M and requires careful reconciliation at individual learner level).

This is a multi-skilled role requiring extensive knowledge and experience. Implementation of complex operational activities which requires interpretation of specialised data and utilisation of significant problem-solving skills on a daily basis.

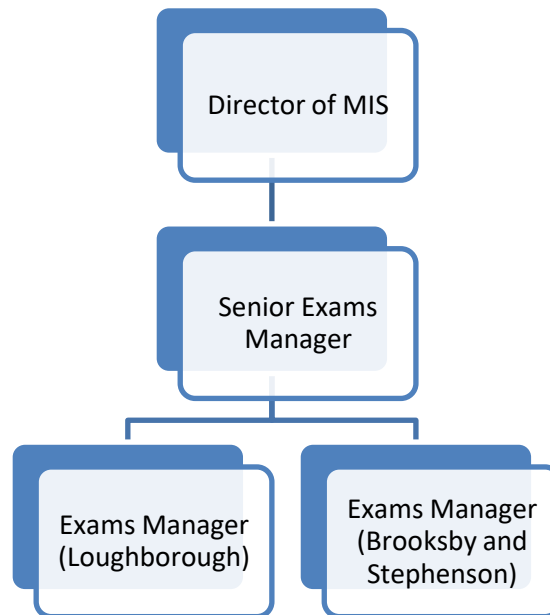
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3. Dimensions

- a) *Staff Numbers* – Responsible for 2-8 permanent members of staff.
- b) *Staff Numbers* – Responsible for a bank of up to 30+ Invigilators casual hours' staff and recruitment and mandatory training of 200+ college staff at peak times.
- c) *Exams budget* -is circa £2M from the overall exams budget.
- d) *Other Statistics* - managing relationship with up to 20 Awarding Organisations/partners. Front line dealing with all Exam malpractice and maladministration.

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

- Responsible for the planning, staging and accommodating of all college examinations (both internal and external) paper and 'on-line' examination entries, and the liaison with all external agencies and stakeholders as required. This post is the key college contact to all awarding organisations.
- To share best practice, standardise and communicate with peers across sites.
- To assist the Senior Exam Manager in implementing and operating appropriate working procedures to ensure that all stages of the examination function, are accurate and compliant with external and internal requirements and deadlines.
- Manage and influence development of the wider college information system relating to examinations data; monitor that data to ensure it is current and accurate and meets ILR (and other) requirements; and ensure records are maintained to meet internal and external audit requirements.
- Ensure that necessary provision be made for students with Access Arrangements. (This will involve continual and appropriate liaison with appropriate cross college teams and Awarding Bodies)
- Lead in the recruitment of invigilators and provide appropriate training for all staff undertaking invigilation to meet the needs of examining boards and JCQ
- Ensure regular and effective communication as necessary with college staff and students on all aspects of examination organisation and administration and to engage in meaningful and constructive dialogue with colleagues across the college, both support services and curriculum.
- Work with the Reporting Team to identify and implement reporting solutions to enable both the examinations team and wider College to carry out necessary data credibility checks, and to implement corrective action where needed.

- Responsible for ensuring compliance of JCQ and Awarding Body rules and regulations in relation to this job role.
- To assist the Senior Exam Manager on student and staff exam related malpractice and maladministration investigations including the evidence gathering and reporting of findings to Head of Centre (Principal and CEO) and Awarding Bodies, ensuring that both students and staff as appropriate receive clear and timely outcomes and support to move forward.
- To lead on the preparation and facilitation of all college, JCQ and Awarding Body inspections. Ensuring compliance and a positive outcome to all visits which will be unannounced (across up to 30 awarding bodies plus JCQ).
- Support and supervise the examinations team thereby ensuring that systems for the recording of achievement data are operating smoothly and consistently and are fully integrated with the student records to ensure coherent bi-directional electronic communication between the college and awarding bodies.
- To ensure that advances in examinations technology and software are implemented and fully maximised where appropriate for the joint benefit of college staff and learners.
- To continually review processes and people within the Exams team to maximise the efficiency and effectiveness of service offered, amending processes which become outdated or ineffective as agreed with the Senior Exam Manager.
- To recruit, maintain and deliver training to a bank of skilled invigilators to support the examination function. (Aim to keep an appropriate number as appropriate per site)
- Check and authorise timely payroll claim for departments casual staff.
- To work with the Senior Exam Manager in ensuring that requirements of both external and internal audits be met, and any appropriate identified actions are completed.
- To proactively manage the promotion of cross college understanding (to appropriate levels) of the various, rules and regulations and procedures related to the administrative, compliance and immovable aspects of the examination process.
- To assist the Senior Exam Manager with the business planning process, which includes preparing, implementing, monitoring and reviewing designated strategies, policies and budgets.
- To develop the exam team SAR for contribution to the departmental SAR and review cycle and conduct the annual staffing evaluation and appraisal process for the exams team and invigilators.
- To promote proactively 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, producing risk assessments on demand.
- To promote a positive approach to security and discipline within the College community and be an active participant in the shared Duty Manager role.
- Undertake such training and education necessary to update skills and knowledge related to the changing needs of the College.
- Work flexibly and across sites if needed and as appropriate.
- To undertake any other reasonable duties as required.

Core Responsibilities

- To promote the College groups 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 group 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
Track and report the accurate performance of the exams spend	To ensure the College is receiving and offering value for money and maintaining steady cashflow. Tracking ongoing registration fees in the system to make tracking and predicted spend is a priority.
Oversee the Planning, accommodating and delivery of all college examinations and comply to all external deadlines	Well planned and smooth running of examinations cycle throughout academic year, to keep up with the fast-paced changes to qualifications and their examination criteria, now including much larger assessment windows and a significant increase of access arrangements and technical specifications to administrate.
Liaising with external stakeholders and act as key contact.	Leading as appropriate with all awarding bodies, Ofqual and JCQ on all exam related matters and building key contacts.
Ensure 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 and running of post results service.	Timely, accurate and reliable student data and follow up services, enabling an effective and sustainable service.

8. Key Working Relationships and Communications

Internal: Centre Contact (College Principal/CEO), Directors, Managers within MIS, Curriculum Heads and Staff, Business Support Managers and Staff, Learning support team.

External: Awarding Bodies, JCQ, Auditors, Inspectors, System Management Provider, Exam Officers in other organisations. Any College, School or University it is necessary to contact. Often first line of contact for parents.

9. Scope for Impact

Not applicable.

10. Competency Profile

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

Working with Excellent People	Responsiveness
Brings leadership qualities to supervisory skills; inspires others to be their best considering the FREDIE values. Effectively manages team to deliver a service, providing clear direction and support. Increases employee engagement Communicates with impact and sophistication; adapts style and uses varied media to meet different audience needs.	Supports change and supports colleagues in adapting to change. Motivates a team to come up with ideas for improvement and supports implementation. Keeps informed of College priorities and direction and works in this direction. Uses a structured and collaborative approach to solving problems in own and related work areas. Reaches clear, definite and timely decisions based on thorough understanding of the facts and an eye to their practical implications. Multi-tasks and consistently delivers own and team objectives on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Justifies expenditure; gets best value for money; contributes to budgeting process. Demonstrates commercial awareness in own work; uses basic business metrics to ensure this.	Manages and improves health, safety and wellbeing of team; team or department comply fully with College policies. Improves diversity, equality and inclusion in own area; challenges inappropriate behaviours. Understands self and others; communicates with sensitivity; handles difficult people and events effectively.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high-quality service. Credibly represents the College by demonstrating a superior knowledge of subject area - current and related topics. Takes ownership for own development, supports that of others and develops beyond own role. Knows how to handle, store, disseminate and share digital information and data in a responsible and ethical way.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Possess a management/team leader qualification	•		Application/ Certificates
2.	Possess 3 A-levels or equivalent	•		Application/ Certificates
3.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
4.	Experience of working within an exams team administrating examinations for a wide range of Further and Higher Education provision and learner types	•		Application/ Interview
5.	Experience as a senior examinations post holder	•		Application/ Interview
6.	Have investigation training	•		Application/ Interview
7.	Experience in data analysis and the production of management information (both informative and statistical)	•		Application/ Interview
8.	Proficient in the use of Microsoft Office (including MS Excel at an intermediate level)	•		Application/ Interview
9.	Experience of working within an Examinations or Management Information team or similar environment	•		Application/ Interview
10.	Experience of working to clearly defined rules and processes	•		Interview
11.	Have a high level of computer literacy	•		Interview
12.	Proven experience of line management with demonstrable management skills			Interview
13.	Experience of the planning, administration and recording of examinations and assessments	•		Application/ Interview
14.	Experience of audit procedures	•		Application/ Interview
15.	Experience of working to clearly defined rules and processes	•		Application/ Interview
SKILLS & KNOWLEDGE				
16.	Knowledge of Further Education and the associated funding methodologies and ILR specification	•		Interview
17.	A good understanding of current JCQ requirements	•		Interview
18.	Good organisational and time management skills		•	Interview
19.	Experience of presenting/delivering training to small groups	•		Application/ Interview
20.	Excellent communication skills (written and oral)	•		Application/ Interview
21.	Ability to work quickly and accurately	•		Interview

22.	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
23.	Ability to prioritise workload to manage conflicting demands	•		Interview
24.	Excellent interpersonal skills with the ability to work with staff at all levels across the organisation	•		Interview
25.	A thorough knowledge of awarding bodies regulations and requirements and JCQ regulations and of planning examinations and assessments in an FE College/Sixth Form College	•		Interview
26.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
27.	Be self-motivated and able to use your own initiative	•		Interview
28.	Be conscientious	•		Interview
29.	Possess a positive outlook	•		Interview
30.	Committed to providing excellent customer service	•		Interview
31.	Be enthusiastic and flexible	•		Interview
32.	Promote the College's equal opportunities policy and practices	•		Interview
33.	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 September 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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