

JOB DESCRIPTION

Job Title:	<u>Assessment Administrator</u>	Version: <u>1</u>
Department:	<u>Assessment Delivery</u>	
Reports To:	<u>Assessment Delivery Manager or Assessment Quality Manager</u>	
Supervises:	<u>NA</u>	
Grade:	<u>11</u>	Date: <u>August 2024</u>

Purpose of Job:

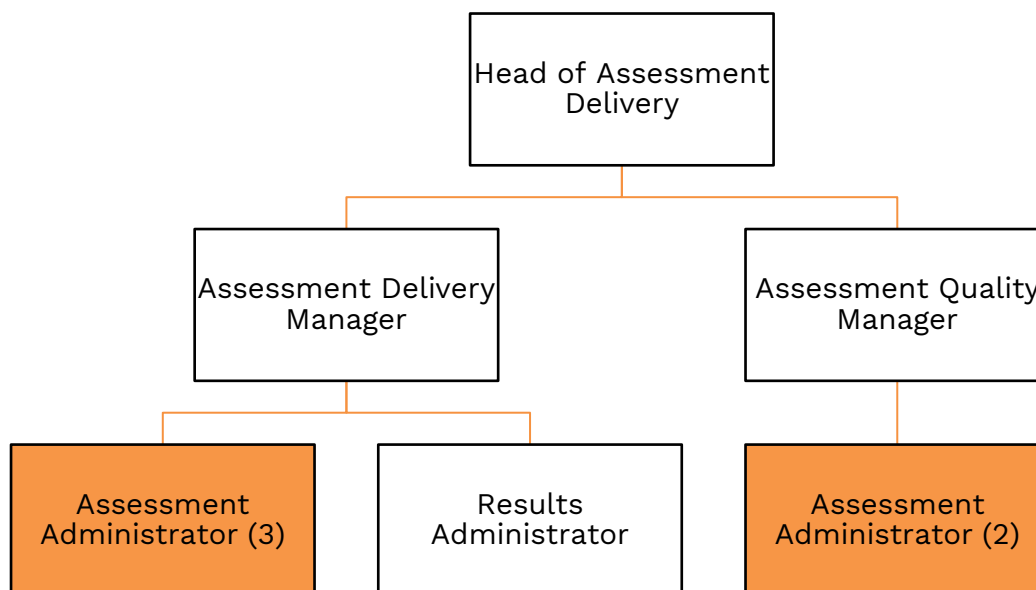
As an Assessment Administrator within a UK regulated awarding organisation, you will play a key role in supporting both the Assessment Quality Manager and the Assessment Delivery Manager. Your role involves assisting in the development, coordination, and delivery of assessment instruments, ensuring the quality and compliance of examination processes. The position demands attention to detail, strong communication, and organisational skills to meet regulatory requirements and internal standards. This role also requires contributing to continuous improvement initiatives and supporting efficient communication between stakeholders.

The purpose of the Assessment Administrator role is to support the effective development, delivery, and quality assurance of assessments within VTCT. This role is vital in ensuring the integrity and compliance of all assessment processes in line with regulatory requirements. The Assessment Administrator collaborates closely with the Assessment Quality Manager and the Assessment Delivery Manager, assisting in creating and reviewing assessment materials, coordinating examination logistics, and maintaining accurate records. By facilitating communication between stakeholders and contributing to continuous improvement initiatives, the Assessment Administrator plays a key role in upholding VTCT's standards and delivering high-quality assessments that meet the needs of learners and centres.

Dimensions:

Financial:	NA
Staff:	NA
Others:	Administrative support to facilitate assessment development, delivery and quality assurance of c350,000 examinations per annum.

Organisation Structure:



Principal Accountabilities:

1. Collaborate with the Assessment Quality Manager to support the creation and evaluation of assessment materials, including question papers, marking schemes, and supporting resources.
2. Assist in coordinating with technical experts and internal teams to review and finalise assessment materials, ensuring they meet regulatory and organisational standards, securing validity and reliability.
3. Support the Assessment Delivery Manager to plan, schedule, and conduct assessments. This includes coordinating examination timetables, administering exams, and ensuring secure handling of examination materials. Assist in the logistical coordination and support for all phases of assessment delivery, including standardisation, marking, awarding, and post-results services.
4. Maintain accurate and up-to-date records of assessment processes, including development activities, examination schedules, candidate registrations, and results. Ensure the integrity and confidentiality of examination data, adhering to the organisation's data protection policies and procedures.
5. Support the Assessment Quality Manager in monitoring assessment processes to ensure compliance with regulatory standards. Participate in quality assurance activities, such as moderation, standardisation and awarding meetings, to help uphold the validity and reliability of assessments across the organisation's portfolio.
6. Act as a key contact point for centre queries related to assessments, providing clear and accurate guidance on assessment procedures.
7. Contribute to identifying opportunities for continuous improvement in assessment processes and delivery methods. Provide support to both the Assessment Quality Manager and the Assessment Delivery Manager in implementing enhancements that increase efficiency and quality within the qualification lifecycle.
8. Prepare reports on assessment activities, including project updates, delivery schedules, and feedback summaries. Assist in compiling documentation for compliance checks, internal audits, and reporting to regulatory bodies.

9. Prepare, revise, and amend assessment papers and materials in line with the Quality and Process Evaluation Model (QPEM).
10. Maintain an audit trail to support the production of assessment papers, including quality assurance checkpoints and controlled actions.
11. Provide direct support to examining and moderation teams, offering advice and guidance on internal and external assessment processes, resolving anomalies through initiative.
12. Maintain information within the relevant information systems accurately and consistently.

General Responsibilities:

- Undertake training and development as required by the organisation.
- Demonstrate by actions commitment to organisation's Values.
- Demonstrate by actions commitment to equality, diversity and inclusion.
- Any other duties commensurate with role to support the organisation's business needs.
- To be responsible for their own health and safety.

Working Relationships and Contacts:

- Daily contact with fellow Assessment Administrators
- Daily contact with Exams and Results Assistant
- Daily contact with Assessment Quality Manager and Assessment Delivery Manager
- Regular contact with Head of Assessment
- Regular contact with Qualifications Administrators
- Regular contact with Processing Administrators
- Regular contact with customers
- Frequent contact with third party suppliers and contractors

Person Specification:

ATTRIBUTES	ESSENTIAL	DESIRABLE
Knowledge <i>This relates to the level and breadth of knowledge required to do the job, e.g. an understanding of a defined system, practice, method or procedure.</i>	• Knowledge of working with projects • Experience of co-ordinating workflow	• Knowledge of the responsibilities of an Awarding Organisation • Knowledge of Assessment development and design
Technical/Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, typing skills, etc.</i>	• Excellent standard of written English • Excellent attention to detail and proof reading skill, good eye for detail • Proficient IT skills including Microsoft Outlook, Excel and Word • Excellent administrative and organisational skills	• Experience of using statistical software
General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i>	• Excellent attention to detail • Excellent communication and customer service skills (oral and written) • Able to prioritise and work calmly under pressure to meet deadlines • Ability to work under their own initiative and within a team • Proactive and flexible in approach • Ability to adapt to change and pick up new systems quickly • Ability to take ownership and ‘think outside the box’ to resolve queries • Willingness to undertake training and development activities	Experience of project management

Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work (take care to ensure period stated is appropriate and not unnecessarily excessive).</i> <i>Please include a minimum no. of years' of experience where possible (i.e. 3+ years).</i>	• Have a minimum of 2 years' experience of working in a busy and complex administration environment • Working as part of a team and on their own • Sound experience and understanding of procedures or systems • Good time management and organisational skills • Experience of maintaining audit trails	• Experience of working in a regulated environment • Use of bespoke IT systems •
Qualifications <i>Please state the level of education and professional qualifications and/or specific occupational training required.</i>	• Maths and English at Grade C/4 or above (or equivalent) • Project management qualifications • Be educated to degree level or equivalent	•