

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder's Name:		Job Title:	Assessments Officer
Reports to:	Manager, Assessments	Location:	Canterbury/hybrid
Department:	Support and Operations	Job Family:	Support

SECTION 2

DEPARTMENT STRUCTURE

To be confirmed

SECTION 3

OVERALL JOB PURPOSE

(What is the purpose of the job?)

The Assessments Officers are responsible for delivering secure assessment services across the range of Financial and Professional Education Qualifications. Managing accurate and timely results data to students, governing bodies and external regulators. Ensuring prompt certification and providing all aspects of post result care, including result enquiries and replacement certificates.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

(This area outlines in more detail the duties of the post holder).

- Fulfil the requirements of assessment services across the range of Financial and Professional Education qualifications. This includes managing the examination venues process, packing and distributing examination papers, managing invigilation processes and collating results
- Ensure that all processing of personal data complies with the principles of the relevant data protection law, escalating data protection queries to the Assessment Manager.
- Oversee communications with customers, invigilators, tutors and markers in respect of operational services, to ensure accurate and consistent information
- Support the tutors across the Professional Educations qualifications
- Maintain a high level of knowledge about all of our Financial and Professional Education products and services
- Set up and communicate assessment sessions in an accurate and timely manner

- Run the submission and marking processes including the use of Turnitin, Grade Mark, Pearson, BTL, DRS, SCD and Examiner Online Marking.
- Ensure that conduct of examination requirements are strictly adhered to
- Record, check and publish student results in a timely and secure manner, in line with published service levels
- Prepare and distribute certificates in a secure manner, in line with service levels and regulations
- Assist with the data preparation for secure and timely provision to external bodies
- Help establish processes for verifying that student data is correct and then work within those procedures
- Respond to requests for result enquiries and replacement certificates in line with published service levels and policy
- Work collaboratively and share knowledge with other team members inside and outside the department, offering help and support where required
- Identify and support the implementation of improvements to services
- Undertake such other activities that may be reasonably requested

CONTACTS AND INFLUENCE EXERCISED

(Type, number and seniority of contacts, impact of influence)

The nature of this role has the potential to influence the reputation of this organization as it is often the first point of contact. This role has a wide range of contacts at all levels internally and externally.

DECISIONS

Indicate the level which best describes the job holder's involvement in the decision making process:

Follows written and verbal instructions and established guidelines	X
Interprets policies & procedures	X
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder's decisions:

Restricted to employee's own work	X
Has impact on department/directorate* objectives	
Has impact on The London Institute of Banking & Finance / Proshare objectives	

PERSON SPECIFICATION

Qualifications, knowledge and professional memberships	Essential / Desirable?
English Language and Mathematics GCSE (grade C or above)	Essential
Educated to degree level	Desirable

Thorough knowledge of The London Institute of Banking & Finance strategy, qualifications and business activities	Desirable	
Technical competencies (skills and experience)	Essential / Desirable?	
Ability to react positively to changing priorities	Essential	
Ability to manage own time driven schedules	Essential	
Interest in working with data and statistical information	Desirable	
Strong organisational and administrative skills	Essential	
Working knowledge of Microsoft Office	Essential	
Excellent communication skills appropriate to the audience and method of communication	Essential	
Keen eye for detail and level of accuracy	Essential	
Ability to assess the operational impact of regulations and policies	Desirable	
Understanding of and appreciation for the security requirements and arrangements for examination delivery	Essential	
Interest in training and developing self	Desirable	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential / desirable?	Core or Enhanced
Communicating effectively	E	C
Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	C
Managing quality and standards	E	C
Applying judgement and taking decisions	E	C

Signed
JOB HOLDER

Date

Signed
LINE MANAGER

Date