Job Description – Assistant, Operations, Planning and Results

About the role
To provide support to the Exams Coordinator in respect of tasks relating to the arrangements for exams and invigilation.

Tasks you will be asked to complete may include: exam centre preparation, student allocation, student identity checks, invigilation support and administration, support in making individual exam arrangements for BFPO, offender learners, viva voce exams and individual student exams.

You will also provide support to the wider Operations, Planning and Results team.

Key responsibilities
1. Assist in the production of schedules and meeting arrangements for assessment related activities, providing advice and guidance to colleagues throughout the University.

2. Assist in preparation and distribution of assessment related materials, including exam centre documents, marking and award documents, result notifications and certificates.

3. Assist in the maintenance of student and University assessment records using IT systems securely, accurately and in line with quality standards. Support arrangements for individual student exams, including non-established centre and Viva Voce exams.

4. Assist in the delivery of assessment arrangements for students throughout the UK, internationally and on an individual student basis.

5. Assist in the provision of timely and accurate information about assessment related activities to ACQ and OU colleagues.

6. Support Exams Coordinator in recruitment and training of invigilators and provide support for queries from invigilators.

7. Supporting the production of question papers and allocating work to scriptmarkers.

8. Send mailings, use online systems and complete document checks as directed.

9. Handle telephone and email queries from staff and students on a range of exam and invigilation matters.

10. Provide general clerical assistance as directed.

Skills, experience, education and training

- A good general level of education, including GCSE grade ‘C’ standard (or equivalent) in Maths and English.
- IT experience including using Outlook, Word, Excel and Access.
Experience of using IT to complete everyday tasks.
Excellent interpersonal skills; written communication, face-to-face and telephone.
Customer-focused approach.
Ability to maintain strict confidentiality, and high standards of security.
Ability and willingness to adapt to changing working practices.
Ability and willingness to suggest new improved ways of doing things.
Ability to undertake high volumes of routine tasks.
Take personal responsibility for tasks.
Ability to pay attention to detail and to maintain accurate records.
Willing to take direction.
A positive attitude and approach.
Ability to commit to the achievement of the team and team goals.
Willing to be an active member of the team.

Other requirements

Please note: There are leave restrictions during some periods of the year due to peak operations.

- Ability to lift boxes and push trolleys.
- Ability and willingness to work some weekends and late nights.