Examination Invigilator

JE Code: JE1289

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Children’s Services |
| **Reports to:** | Sian Horton |
| **Job Family** | Business Administration |
| **Grade:** | B |
| **Political restricted** | N |
| **Date:** | April 2022 |

**Key Deliverables**

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| **1.** | * Assist the examinations team in the correct running and supervision of examinations in accordance with the Joint Council for Qualifications (JCQ), awarding body and Community Learning Milton Keynes’ (CLMK) regulations and instructions
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| **2.** | * Ensure that guidelines and regulations for the integrity and security of the examination papers and procedures are followed during examination sessions
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| **3.** | * Keep confidential exam question papers and materials secure before, during and after exams
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| **4.** | * Instruct candidates in the conduct of their exams
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| **5.** | * Supervise and observe candidates at all times and be vigilant throughout exams
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| **6.** | * Deal with emergencies or irregularities effectively and in accordance with regulations
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| **7.** | * Undertake training, update and review sessions as required
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*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | * attainment of GCSE qualifications or equivalent (level 2 standard of education) in English
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| **2.** | * be reliable, flexible, and readily available during main exam periods
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| **3.** | * have effective communication skills and good interpersonal skills
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| **4.** | * be confident and a reassuring presence to candidates in exam rooms
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| **5.** | * be able to give instructions and manage situations involving different groups of people
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| **6.** | * have basic IT skills (familiar with use of email, mobile phone messaging etc.
 |
| **7.** | * work well as part of a team
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Job Family

Business Administration

Grade B

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| --- | --- |
| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council, and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager’s expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools, and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

### Role Characteristics

At this level roles operate within clear operating instructions or under direct supervision, where there is very little requirement for initiative or independent decision making. Work is generally routine in nature and communication with others relates to factual and uncontentious matters. Although there may be a requirement for job holders to learn some specific skills and techniques, these will be quickly picked up and assimilated into day-to-day procedures.

### The knowledge and skills required

Jobs rely on a varied skillset including a sound knowledge of standard office IT tools and familiarity with the specific working routines, procedures, and general knowledge base of the wider team.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.

### Thinking, Planning and Communication

Managing information flow, related to either the specific working area, or the more general administrative functions which support it will throw up a range of issues such as conflicting data, diary clashes, and missing or duplicated information. Job holders will regularly need to solve straightforward problems such as these as part of their routine.

As an essential element of efficient team working these roles will interact regularly with immediate colleagues, Council employees and outside contacts including members of the public. The nature of communication will generally relate to the accurate and timely exchange of information but there will be occasions where job holders will need to be tactful and understand the differing needs and priorities of others.

**Decision Making and Innovation**

With working arrangements well documented and understood, and established procedural guidelines in place, there will be little need for job holders to work under close supervision. They will therefore be expected to make appropriate routine decisions and offer appropriate guidance within their level of authority. When unexpected or more complex issues do occur, these will be referred to others.

### Areas of responsibility

The clerical and administrative duties carried out by job holders directly benefit colleagues and/or external partners or the public. Other than assisting with the induction and orientation of new team members, post holders will not have managerial or supervisory responsibilities over other employees.

Although not personally required to make substantive decisions in relation to finance, these roles will handle cash or deal with finance processing relating to their wider duties.

Job holders will be expected to bear responsibility for the accuracy, confidentiality, and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### Impacts and Demands

There will be modest demand for enhanced physical exertion and most work can be done in the context of a normal office, or similar environment. Some lifting and carrying of files, printed material or equipment will be needed quite regularly.

In an often busy working environment, job holders will need to engage in moderate periods of concentrated mental attention to complete tasks and meet scheduled deadlines or deal with interruptions.

Job holders will have infrequent, if any, contact with individuals whose circumstances or behaviour place more than normal emotional demands on them.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant, or hazardous working conditions. On rare occasions job holders may experience unpleasant people related behaviour.