

Role Profile

Part A - Grade & Structure Information

Job Family Code	5PE	Role Title	Exams Administrator
Grade	PS5	Reports to (role title)	Exams Officer
JE Band	161-191	Directorate / School	Childrens, Families & Lifelong Learning
Date Role Profile was created	Sep-26	Service / Department	Surrey Adult Learning
<u>Agile</u>	Information	<u>DBS Requirement</u>	Basic

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To support the effective planning, administration and delivery of examinations and assessments across the organisation, ensuring full compliance with the regulations and requirements of the Joint Council for Qualifications (JCQ), City & Guilds, Trinity College London and other awarding organisations as required. The Exams Administrator will work closely with the Exams Officer, curriculum staff, learner support coordinator and external awarding bodies to ensure examinations are conducted efficiently, securely and in accordance with awarding organisation and regulatory requirements. The postholder will play a key role in supporting learners, including those requiring access arrangements, to achieve a positive examination experience. Due to the operational requirements of examination delivery, there may be occasions when working hours need to be adjusted to support early morning examination preparation, late finishes, examination clashes, timetable changes, or awarding body deadlines. There is also a requirement to travel between the Adult Learning Centres. To give high quality impartial information, advice and guidance to support all learners achieve their career aspirations and fulfil their potential. To share SAL's commitment to the safeguarding and welfare of all learners by actively following SAL's safeguarding policy and procedures including your responsibilities to report all concerns and disclosures.
Work Context	Surrey Adult Learning has seven dedicated centres in Surrey. It delivers 800 courses comprising both a published course programme and a set of bespoke courses that are designed to meet the needs of individual groups of adults in the community. Delivery takes place in centres, external venues and on-line. There are three main teams that make up Surrey Adult Learning: Curriculum & Learning who are responsible for curriculum planning and delivery, quality improvement, marketing and the provision of an extensive course offer and the management of tutors and supported learning assistants employed in the service. Operations who are responsible for customer facing functions including the operation of the adult learning centres, admissions and enrolments, and all associated administrative processes. Business Finance & IT who look after the finances of the service, management of information systems, and the provision of technology associated with learning and the examinations office. The role holder may be asked to provide absence cover at any of the Adult Learning Centres occasionally.

Line management responsibility if applicable	n/a
Budget responsibility if applicable	n/a
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Service Development • Support and contribute where appropriate to the management or ongoing development of the service. • Raise awareness of the service by supporting relevant public relations activities. Planning & Organising • Plan, organise and deliver allocated activities within agreed processes and frameworks. Finance/Resource Management • May provide or support the delivery of chargeable services. Work with others • Provide advice and guidance to members of the public on specialist services. People Management • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May be required to supervise volunteer and work placements. Analysis, Reporting & Documentation • Maintain specialist archives, records or items relevant to the service area including supporting members of the public to access relevant services and information. • Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Vocational Qualifications Level 2 or equivalent in relevant field. • Some knowledge of the specialist service area. • May be required to hold specialist skills relevant to the service area. • Good IT skills. • Able to manage own time effectively and identify priorities. • Good organisational skills with the ability to work effectively and flexibly as part of a team. • Ability to provide high standards of customer care. • Good interpersonal skills and able to provide a high standard of customer care. • Able to communicate effectively and politely with members of the public.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Experience of working in an administrative, customer service or education support role. Experience of maintaining accurate records and databases Experience of dealing with the public and providing excellent customer service. Experience of working with Microsoft Office applications (including MS Teams, Excel, Word and Outlook), SharePoint and databases Strong organisational skills and attention to detail Excellent written and verbal communication skills Ability to manage competing priorities and work to deadlines Ability to work flexibly during peak exam season and travel between Adult Learning Centres.
Role Summary	Roles at this level provide a service within a specialist area to deliver an accessible and welcoming front line service for members of the public and customers. Role holders will work under direction within clear procedures and best practice guidelines to support the day to day running of the service or department. They will be subject to supervision and will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.
Reference Number	BM-2026-318