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## **CROYDON COUNCIL**

### **ROLE PROFILE AND PERSON SPECIFICATION**

**DEPARTMENT:** PLANNING & SUSTAINABLE REGENERATION

**DIVISION:** SUSTAINABLE COMMUNITIES, REGENERATION &  
ECONOMIC RECOVERY / CALAT

**JOB TITLE:** CURRICULUM SUPPORT ADMINISTRATOR – EXAMS

## ROLE PROFILE

<b>Job Title:</b>	Curriculum Support Administrator
<b>Department:</b>	Planning & Sustainable Regeneration
<b>Division:</b>	Sustainable Communities, Regeneration & Economic Recovery
<b>Grade:</b>	Grade 5

**Hours (per week):** 36 hours pw (Fixed term until 31<sup>st</sup> March 2027)

**Reports to:** Exams Manager

**Responsible for:** N/A

### **Role Purpose and Role Dimensions:**

#### **Customer Services:**

- To provide support to staff at the assessment/induction
- To provide clear initial information and advice to staff and learners on exam registration
- Dealing with full range of enquiries, including complaints and compliments.
- This post may be required to work evenings (and occasional Saturday morning) on a rota basis during term time

#### **Administration Support:**

- Delivering administration support to the Exams Manager and provide cross CALAT administration support to assist with duties in the event of staff absence or peak times of the year
- To ensure the exam registrations are input on the Management Information System to enable CALAT to comply with awarding body requirements
- To provide support for CALAT functions including learner services, finance and central ordering on a service wide basis

#### **Financial Support:**

- Carrying out learner eligibility checks for exams and funding.
- To register learners using the CALAT data base (Unit-e) and awarding body sites and other databases, following through the checking processes and updating learner records as required.

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**Commitment to Diversity:**

To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

**Key External Contacts:**

- Learners
- Awarding bodies
- External Training providers
- CALAT partners
- Business and Employers
- 3rd party suppliers

**Key Internal Contacts:**

- CALAT Curriculum Team Managers, Programme Managers and co-ordinators for course planning, timetabling and details of Teaching Staff etc.
- CALAT Tutors for day to day issues
- Curriculum support administrators and Learner Services administrators
- Learners
- CALAT MIS team for technical support /access to Unite and training/updates on systems processes, course programming and monitoring of enrolment statistics.
- Exams Manager to support exam processes as required
- CALAT Finance regarding all financial processes/procedures undertaken

**Financial Dimensions:**

- Decisions on eligibility of learners as required (GLA/ESFA Grant and other funding) relating to access to funding and fee payments.
- Taking decisions to provide accurate information and advice to learners on exams as well as signposting to other provision where appropriate.
- The scope of the post requires the post holder to use own initiative in prioritising the work to meet a range of key deadlines.
- Decisions on eligibility of learners as required (GLA/ESFA Grant and other funding) relating to access to funding and fee payments. This will involve checking passports, home office papers, benefit statements and wage slips.

**Key Areas for Decision Making:**

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**Other Considerations:**

- The jobholder will be required to work at different sites including external venues to support curriculum staff, as required and appropriate
- Required to work evenings (and occasional Saturday morning) on a rota basis during term time for which time off in lieu of payment will be given
- To be available occasionally to work flexible shift patterns (within the hours of 8.30 am – 8 pm) if required
- Undertake other relevant duties as directed by their line manager that are commensurate with the role

**Is a satisfactory criminal record check required?**

A standard criminal record check is required.

**Is the post politically restricted and the postholder prevented from having an active political role either in or outside work? [Click here for guidance on political restriction](#)**

No

**Key Accountabilities and Result Areas:**

**Key Elements:**

**Exam programming**

This will involve:

- Setting up registrations on the MI system/databases accurately and adhering to deadlines including making changes as appropriate
- Producing reports for directory and website, including proof reading
- Timetabling and allocating staffing, including requests for invigilators
- Having an understanding of the different processes required for setting up exams in accordance with awarding body requirements and regulations
- Supporting the Exam Manager with training staff on exam process and protocols
- Check & update course details on CALAT website
- Liaising with Curriculum Programme Managers, Tutors & external facilitators
- Sending out certificates to successful learners

**Registration of learners and updating MI system/databases**

This will involve:

- Supporting the exam processes within the programme as appropriate
- Enrolling learners for exams onto the database accurately and to deadlines

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- Updating learner records on the database as and when required e.g. at census and ends of terms in accordance with GLA/ESFA or other deadlines.
- Monitoring registrations, checking paperwork and associated documentation

## Support for Examinations

This will involve:

- Providing support to the curriculum staff in setting up of exams
- Registering learners on external online exams systems
- Providing admin support on exam days
- Despatching papers to verifiers, distributing results and certificates
- Updating learner records on Unit-e database to show exam results

## Curriculum support

This will involve:

- Dealing with queries from learners, staff and external contacts including covering for colleagues in their absence where possible
- Supporting the Exams Manger and Quality Team Manger with EQA and centre reviews by awarding bodies
- Dealing with telephone, email, and website enquiries
- Photocopying, collating of documents
- Maintaining accurate database of learner support assistants and support volunteers, collating data for ALS claim – **Learner Support Area only**

## Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

## Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety

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representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

## Person Specification

**Job Title:**

**Curriculum Support Administrator**

**Essential knowledge:**

1. Up to date knowledge and ability to use all Office IT systems / programmes utilised in the service.
2. Use of databases
3. Ability to demonstrate or acquire an understanding of issues to respond effectively to constant change

**Essential skills and abilities:**

4. Ability to enter accurate data onto database in a timely manner
5. Ability to word process accurately and in a timely manner
6. Ability to work as part of a team
7. Able to understand the impact of change on work activities and priorities and be flexible and adaptable in response to change including flexible approach to working hours and site of work
8. Able to communicate effectively using plain English, including in writing, verbally and by e-mail.
9. Excellent customer service skills including promotion of Equal Opportunities and ability to deal with wide range of customers
10. Ability to work unsupervised
11. Commitment to update skills and knowledge to keep pace with changes in funding requirements and general service changes
12. Able to manage and prioritise a varied workload and to consistently produce high quality work.
13. Able to provide a service to members of the public and users of CALAT services consistently, but sensitively, according to their individual needs, ensuring confidentiality.
14. The ability to develop good working relationships with colleagues, with service users and partner organisations
15. Good numeracy skills

**Essential experience:**

16. Of using Office IT systems / programmes utilised in the service
17. Wide range of customer service skills

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18. Be able to work at different sites across the borough as required by the service and work effectively with others, co-operate with colleagues, ensuring sensitivity to people's needs,
19. Able to remain calm and work effectively when under pressure in a busy and diverse office environment.
20. Required to work evenings (and occasional Saturday morning)