

TEAM MEMBER ROLE PROFILE

Title Level Reports to	Invigilator Director of ICT, MIS and Exams	Business: Harlow & Stansted Airport college Location: Harlow and stansted, Essex Department: Exams	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p>Context</p> <p>1. Success To be part of a forward looking FE college, currently a sector leader for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.</p> <p>2. Culture To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> • Students at the Heart • Work Hard, Work Together • Be your best, be your future • Always be Innovative and Enterprising <p>3. People Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p>Purpose and Dimensions</p> <p>1. Job Purpose Provide an efficient, effective and customer-focused invigilator Service to students and college teams.</p> <p>2. Function's Strategy Contribute to the administration of exams, assessments and certification of all students.</p> <p>Maintain college's reputation through the rigorous application of the rules and regulation of awarding organisations during examinations and assessments.</p> <p>Be part of a team responsible for the delivery of the College's teaching, learning & assessment strategy and 3 year strategic plan</p> <p>Key Partners/Relationships: Students Teams of the College JCQ Awarding Organisations</p>	<p>Core Areas of Responsibility</p> <ol style="list-style-type: none"> 1. To conduct and invigilate examinations in accordance with the JCQ, awarding body and Harlow College rules and regulations. 2. Knowledge of JCQ, awarding body and Harlow College rules and regulations. 3. To have a key role in upholding the integrity and security of the examination/assessment process. 4. Undertake training, update and review sessions as required 5. Ensure supervision of candidates is upheld throughout the examination/assessment 6. Ensure all paperwork and exam papers are kept confidential and secure until returned to the exam team. 7. Organise and set up the exam room in accordance to the rules and regulations. 8. Ensure the relevant administrative tasks relating to the examination/assessment have been completed, check by an exam team member and filed. (Seating plans, registers, second check form logs etc.) 9. To assist with the checking and packing of exam papers. 10. Use MIS software to search for candidates details. 11. To assist with the production of evidence required for JCQ and other inspections 12. Assist in the distribution of exam results and certificates 13. Contribute to the work of the Exams team. 14. Promote equality of opportunity through the approval of Access Arrangements and Special Considerations and removal of barriers to achievement. 15. To adhere to the College's policies and procedures 16. Promote and implement the College Equality and Safeguarding practices <p>Critical Success Factors</p> <ol style="list-style-type: none"> 1. Exams are conducted in a timely and accurate manner 2. Compliance with JCQ, awarding body and Harlow College rule, and regulations is achieved 3. Ability to conduct and invigilate examinations 	<p>Organisational Capabilities</p> <ol style="list-style-type: none"> 1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration 2. Achieves maximum benefit from available resources 3. Quickly adapts to change and sees it as an organisational 'norm' <p>Be the Expert (technical knowledge, qualifications, experience, occupational competence & requirements, etc)</p> <ol style="list-style-type: none"> 1. Be reliable, flexible throughout the years exams and be readily available during main exam periods (November, May and June) 2. Competent in work well as part of a team 3. Are required to declare if they have invigilated previously and whether they have any current maladministration/malpractice sanctions applied to them 4. Are required to declare if they have any family member attending Harlow College. 5. Have basic IT skills (familiar with use of email, mobile phone messaging, turning on a computer etc.) 6. Understand the need for confidentiality 7. Able to work methodically and accurately under pressure, manage your own workload and meet deadlines 8. Ability to demonstrate attention to detail and “double-checking” working practice 9. Evidence of integrating safeguarding principles into working practices 	<p>Competencies (core for all HC team members)</p> <p>1. Learning Orientated</p> <ul style="list-style-type: none"> ➤ Seeks feedback on their own performance from a variety of sources ➤ Shares learning with others ➤ Engages in development activities and achieves tangible progression ➤ Actively seeks to increases/improve knowledge and skills <p>2. Results Focused</p> <ul style="list-style-type: none"> ➤ Meets targets and job related outputs ➤ Remains focused on the priorities and delivers them relentlessly despite issues that may arise ➤ Resolves issues that affect targets being met <p>3. Quality Minded</p> <ul style="list-style-type: none"> ➤ Can evidence their contribution to the college's Quality Improvement cycle (e.g., SAR/QIP) ➤ Seeks ways to continuously improve the service/productivity of their working area ➤ Notices quality performance in others and offers feedback accordingly ➤ Recognises that high quality outputs require high quality inputs and operates accordingly <p>Role Competencies (specific to role)</p> <p>1. Communicates with impact</p> <ul style="list-style-type: none"> ➤ Adapts style appropriately to suit the audience ➤ Actively listens ➤ Communicates clearly (both written and oral) ➤ Communicate with customers and staff at all levels <p>2. Customer Focus</p> <ul style="list-style-type: none"> ➤ Uses customer feedback to continuously improve the customer experience ➤ Puts in place effective solutions to avoid repetition of customer complaints ➤ Forwards on customer complaints promptly and positively ➤ Maintain at all times candidate confidentiality