

Job Description: Business Support - Exams and Admin Officer

Reports to:	Assistant Principal- Science
Start date:	September 2025
Location:	Ark Evelyn Grace Academy
Contract:	Permanent- Annualised Contract
Hours:	07:30am-17:00pm
Salary	Ark Support: Grade 5 (£28,977- £32,634)

To administer all aspects of public examination and certification processes and ensure that examination board procedures are followed throughout these processes. You will be required to maintain up to date records of student and assessment details, ensuring that the information kept is both accurate and confidential.

You will work across the academy as required, providing excellent administrative and customer services to a variety of stakeholders, establishing and maintaining efficient administrative systems and processes to support the effective running of the school with a focus on operational excellence and to meet the current and future needs of the academy.

It is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach.

Key Responsibilities

Examinations

- Ensure the smooth running and integrity of all exam related systems and procedures.
- Organise schedules for Exam Invigilators during working hours
- Ensure compliance with all exam board requirements to maintain the center's exam status.
- Provide training to individuals that carry out invigilation, ensuring that the Joint Council's 'Instructions for the Conduct of Examinations' is followed at all times
- Liaise with the facilities team to ensure that facilities for students undertaking examinations are of the highest possible standard and in line with requirements.
- Liaise with Awarding Bodies to ensure that students receive any special consideration, providing allowances for prevailing circumstances
- Ensure that Examination Boards/authorities are made aware of any special requirements for students/school and that appropriate provision is made
- Make appropriate timetable and room arrangements, ensuring minimal impact on teaching and learning
- Create and distribute examination, rooming and invigilation timetables to students and staff
- Manage the electronic download of results for all examination seasons and manage the process of distribution to students
- Input and analyse data using relevant examinations software, such as Bromcom
- Liaise with teaching staff on student choice of entry to internal and public examinations and support option selection events
- Liaise with Examination Boards in respect of the administration of entries, coursework requirements, the conduct of examinations and examination results
- Be responsible for the safekeeping and confidentiality of exam papers and completed examination work
- Ensure that the accuracy of information provided to Exam Boards for examination entries, ensuring that students are aware of the Exam Boards requirements regarding their conduct whilst sitting examinations

- Ensure that students and parents understand the procedure in respect of appeals and results enquiries
- Seek to find suitable solutions to issues/problems raised by teachers, students/parents relating to examinations
- Monitor quality of invigilators by visiting exam rooms on a regular basis in order to ensure that our students undertake their exams in an appropriate environment of calm and regulation. Take appropriate line management action where invigilator performance is unsatisfactory
- Provide statistical information regarding examination entries/results as required, including analysis where necessary
- Be the point of call for Invigilators' queries
- Source the appropriate number of invigilators for any given exam
- Manage the timesheets of invigilators, ensuring accuracy and timely submission for payment
- Produce all materials related to examinations including production of mock examination papers
- Populate the exams calendar with key examination dates and deadlines
- Ensure printing all exam papers are completed.

Admin

- Provide an outstanding and professional front of house service with a warm welcome and greeting to all students, staff, and visitors, ensuring due diligence to safeguarding and Health & Safety and in line with academy protocol
- Provide general clerical and administrative support for the school e.g. photocopying, filing, emailing, completion of standard forms, respond to routine correspondence, producing letters, reprographics
- Support with inputting and exporting data and ensure integrity within Bromcom and other systems including attendance, reporting, analysis, updating of student details etc.
- Be one of the academy first aiders, assisting with student welfare and first aid and ensuring accurate and prompt records and reporting, paying due diligence to Health & Safety and academy protocol

Other duties

- To carry out other reasonable tasks as directed by the Principal and Senior Leadership Team
- Undertake various duties, eg playground duties, first aid, cashless till operation, fire marshal.
- Be willing to undertake appropriate training in line with contractual duties.
- Attend and support out of hours' academy events e.g. summer fair, parents' evenings, open morning and evenings, admin evening, academy performances, competitions, summer school, results days etc and be flexible in regard to working hours.

Role review

This job description sets out the main duties of the post at the time of drafting. It cannot be read as an exhaustive list. These responsibilities will be discussed annually as part of the postholder's annual performance review and are subject to change. However, it may be altered at any time subject to need in consultation with the post holder subject to the Principal's approval.

Qualifications

- NVQL3 or equivalent desirable
- Right to work in the UK

Knowledge, Skills and Experience

- Experience of running effective administrative systems
- School experience is desirable
- Experience of data entry into databases and other IT systems
- Excellent communication, writing and editing skills
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines
- Able to take ownership of tasks and work with minimal supervision

Personal Characteristics

- Genuine passion for and a belief in the potential of every pupil
- Deep commitment to Ark's mission of providing an excellent education to every student regardless of background
- Operates with a spirit of flexibility and optimism
- Helpful, approachable, positive and the ability to stay calm and diplomatic under pressure
- Have exacting standards and a keen eye for detail
- Keen to learn and further develop own skills
- Excellent interpersonal skills with children and adults
- Able to take direction but also be able to take initiative when required
- Exercises sound judgment, especially relating to confidentiality and discretion
- Solution focused with a can-do attitude

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced Disclosure and Disqualification by Association

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).