Exams Officer (includes Student Services and Office Administration)

Location  Todmorden, West Yorkshire
Type  Permanent, full-time or job share
Salary  £16,000 - £21,000 per annum
Hours per week  37.5 hours Monday-Friday, office based.
Application close  23rd June 2017

DistanceLearningCentre.com was set up in 1993 by an experienced group of teachers and lecturers. We felt that many people would like to study, but were unable to attend regular classes. We wanted to give everyone the opportunity to access excellent, flexible learning from home. Today, we are the UK’s leading virtual college for Access to Higher Education. Each year our successful students go on to study at dozens of universities across the UK.

We wish to recruit an Exams Officer who will also be responsible for undertaking general office administration and Student Services administrative duties. You need to have a particularly high level of organisation, attention to detail and accuracy and the ability to use a range of IT systems and packages effectively.

A central duty of this post is to administer our exams and results procedures; this involves student registrations with the Awarding Bodies, checking and processing grades/results, monitoring and managing relevant lists of learners who are entered for specific moderation cycles working with the course tutors. You will liaise with Awarding Bodies to clarify any ambiguities and resolve errors as well as working with the Finance Department checking invoices received from the Awarding Bodies and billing of learners for registration. You will also be responsible for checking, posting out and tracking learners' certificates. We will provide comprehensive training for any successful applicant who does not have specific experience in this area.

Also working for our Student Services, you will be providing support and advice in person, by post and by email to customers, potential customers and other members of staff as well as liaising with suppliers and other individuals and organisations. You will also be using our Online College Management System to process student records and as a source of information and advice for students. You will use web searches and internet tools (such as UCAS Course Finder).

The post is highly rewarding because the work you do is directly affecting people's future, their achievements, goals and aspirations. The exams officer specialism means that you will also be sending out qualification results which, in many cases, will confirm that the student has gained their place at university.

The role can include monitoring and processing student enquiries and enrolments, checking appropriate documentation as well as responding to enquiries and sending out course information. You may also allocate students to teaching staff and processes student funding applications. General office duties include administrative support for the Senior Management Team across a wide range of tasks including: answering telephone calls and taking messages, hospitality, filing and organisation,
taking minutes of meetings, placing orders and bookings, accounts and book-keeping, recording assets, premises management, health and safety, keeping inventories and human resources records up to date.

Job Description

Your time will be spent between exams office and other administrative duties. The workload for the different roles varies across the academic year.

- Administering the Exams Office procedures as detailed above
- General filing and office duties
- Data inputting, editing learning materials and student data
- Assisting with the accounts office functions including issuing and chasing invoices
- Assisting with the human resources and training functions
- Reception, bookings and hospitality duties
- Processing and sending post
- Administrative support for the Management Team
- Recording, writing up and distributing minutes of meetings
- Assisting with premises management and utilities – repairs, maintenance, health & safety, insurances, billing, accounts, stationery
- Keeping software and hardware records and inventories
- Processing student grants and external funding applications
- Processing student enquiries, applications and enrolments
- Providing telephone support and advice
- Allocating students to appropriate staff and sending out relevant information
- Monitoring student lists such as registered users, students taking study breaks etc.
- Any other duties at as agreed with your supervisor and line manager
Person Specification

The ideal candidate will:

- have experience of working within a busy administration environment
- need to be enthusiastic, pro-active and self-motivated, with a good sense of humour
- be highly organised, versatile and flexible, with an ability to set up and accurately maintain systems and records
- be highly computer literate, able to work with common office applications and internet-based systems
- have excellent communication and literary skills and good telephone manner
- have well-developed numerical skills and a working knowledge of accounting systems and processes
- be an excellent team-player and have experience of working with colleagues across a range of levels
- be able to deal sensitively and discreetly with confidential data
- have experience of accounts-based software, advanced formatting and layout skills in MS Word and graphics skills (desirable rather than essential)
- prior experience of working as an Exams Officer or in academic administration (desirable rather than essential)