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Examinations Officer

Professional Services,
English Language Teaching
Centre

Overview

You will be responsible for supporting the Academic Director (Testing and Assessment) to help organise regular sittings of in-house and externally accredited examinations, which will involve regular Saturday and/or evening work. It may also be necessary, from time to time, to travel to off-site exam sittings elsewhere in England. You will help manage and maintain secure records of examiners, applications, results and examination materials. The duties will include responding to enquiries from the ELTC student body and the general public about the various English Language assessments run at the centre. You may be asked to take part in internal and external marketing of the exams run at the centre.

Person Specification

You should provide evidence in your application that you meet the following criteria. We will use a range of selection methods to measure your abilities in these areas including reviewing your online application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

The University of Sheffield is proud to be a Disability Confident Employer, we commit to recruit and retain disabled applicants and support positive action. We encourage disabled people to apply for our jobs and to have the opportunity to demonstrate their skills, talent and abilities at the interview stage. We commit to offer an interview to disabled applicants who meet the minimum criteria for the job. For further information on the Disability Confident Scheme, please follow the [link](#).

Criteria		Essential	Desirable
1.	A good general education to a minimum of 5 GCSEs at grade C/grade 4 or above, including English or equivalent vocational qualifications and/or work experience	X	
2.	Have proven experience of working in administration and customer service	X	
3.	Strong IT skills; MS Office (including Excel and Access), File Management, email and web applications (including online meeting applications)	X	
4.	Highly developed skills in data entry and data extraction	X	
5.	Effective communication skills, both written and verbal	X	
6.	Excellent customer service skills, with experience of responding efficiently and effectively to face-to-face, telephone and email enquiries	X	
7.	Ability to communicate effectively and confidently with both native and non-native speakers of English and with staff at all levels	X	
8.	Ability to communicate with and effectively give instructions to groups of people in a face-to-face and online setting	X	
9.	Excellent organisation skills	X	
10.	Ability to prioritise and organise own workload to meet deadlines and provide a timely and efficient service	X	
11.	Ability to manage sensitive and confidential documentation	X	
12.	Ability to work effectively and efficiently when managing multiple demands under pressure and maintain a high degree of accuracy and attention to detail	X	
13.	Ability to work as part of a team	X	
14.	Self-motivated with confident and professional manner.	X	
15.	An understanding of English language testing, in particular IELTS Cambridge and OET examinations	X	

16.	Experience of supervising support staff and delegating work		X
17.	Ability to adapt to new circumstances and challenges		X

About the Team

The English Language Teaching Centre (ELTC) is a section of Academic Services responsible for the provision of language courses and language support to international students. The ELTC is one of the largest university English language centres in the UK, is accredited by the British Council and is authorised as an IELTS and Cambridge English exam centre.

You will join a large friendly team of staff in a very busy, student-focused environment. You can find out more about the department by visiting our [website](#), [Facebook](#) page, [YouTube](#) videos and [Twitter](#) feed.

Job Description

Main Duties and Responsibilities

- Work closely with the Academic Director (Testing and Assessment) to maintain clear, up-to-date and accurate records of exam materials, exam grades and results, examiner monitoring, markers, invigilators and fees.
- Administer in-house and external language tests including the use of local and online databases and digital administration systems.
- Organise and invigilate online tests.
- Deal with enquiries for information via email/telephone from prospective internal and external test takers.
- Receive, check and record applications for the various in-house and external language tests run at the centre.
- Ensure online fee payments are received and recorded and test bookings are confirmed in advance of each test.
- Monitor the flow of applications so that each test administration has maximum availability and runs to maximum capacity.
- Work regularly on Saturdays and occasionally on Sundays.
- Work regularly in the evening up to three times a week.
- Submit accurate provisional entries to exam boards by required deadlines.
- Order and receive additional and up-to-date test materials and maintain stationery stock levels.
- Send exam-related materials to external awarding bodies according to agreed timetables.
- Ensure that all sensitive exam-related materials are correctly and securely stored, archived and destroyed.
- Prepare test day materials and assist in the timetabling, organisation and running of regular exam sittings.
- Contribute to exam marking.
- Organise the marking and re-marking of test papers, inputting of test scores and release of results.
- Receive and process enquiries about re-marks.
- Comply with all exam board regulations and participate in voluntary and compulsory audits on a yearly basis.
- Assist in the training and monitoring of all new staff.
- Attend and minute regular meetings as required.
- As a member of our Professional staff you will be expected to demonstrate a commitment to the professional behaviours set out in the Sheffield Professional Framework. Please follow this link for further information: [Sheffield Professional Framework](#).
- As a member of staff you will be encouraged to make ethical decisions in your role, embedding the University sustainability strategy into your working activities wherever possible.

- Any other duties, commensurate with the grade of the post.

Reward Package

Terms and conditions of employment: Will be those for Grade 5 staff.

Salary for this grade: £22,847 - £26,341 per annum. Potential to progress to £28,756 per annum through sustained exceptional contribution.

This post is open ended.

This post is full-time:

This role has been identified as a full-time post, but we are committed to exploring flexible working opportunities with our staff which benefit both the individual and the University. Therefore, we would consider flexible delivery of the role subject to meeting the business needs of the post. If you wish to explore flexible working opportunities in relation to this post, we encourage you to call or email the departmental contact listed below.

We are a campus based residential university and as such the expectation is that all staff will spend some of their time on campus. The university is committed to allowing its employees to work to a hybrid model with a combination of working on campus and remotely, where possible. This role has been identified as a role that could work to the hybrid model and if successful your manager will discuss these informal arrangements with you.

If you join the University you will have access to a Total Reward Package that includes a competitive salary, a generous Pension Scheme and annual leave entitlement, as well as access to a range of learning and development courses to support your personal and professional development. You will have access to your own personalised portal where you can also access a comprehensive selection of benefits and offers to suit your changing lifestyle needs, for example financial wellbeing, travel options, shopping and cinema discounts.



The University is committed to tackling the global climate emergency. Our sustainability strategy forms an integral part of all we do. We strive to embed this in all areas of university life, from our students' education, the globally impacting international research we contribute, to campus life.

We aim to empower staff to work sustainably by giving them the knowledge to make ethical decisions at work and home. Staff have the opportunity to be involved in impactful sustainability projects through the nationally recognised Green Impact scheme.



Staff have access to excellent green benefits including the cycle to work scheme with discounts and free secure bike storage, as well as many greener choices across campus.

If you have an interest in this area, the university will strive to passionately support you in these commitments. Check out www.sheffield.ac.uk/sustainability for more information.

The University of Sheffield recognises the importance of creating a positive environment, whereby all staff feel able to talk openly and with trust about wellbeing and mental health.

Our Staff Wellbeing offer, encourages and supports staff to maintain their own positive health and wellbeing through a range of accessible, inclusive and supportive services and activities.

Our leadership development has been designed to ensure that our leaders have the knowledge, skills and behaviours needed by the University.

Inclusion at Sheffield is everyone's responsibility. Our vision is to build a University community that actively attracts, engages and develops talented individuals from many different backgrounds.



We are proud of our award-winning equality, diversity and inclusion action, and we continue to work to create a fully inclusive environment where everyone can flourish.

To find out more about the benefits of working at the University, visit www.sheffield.ac.uk/jobs/benefits

Selection – Next Steps

Closing date: For details of the closing date please view this post on our web pages at www.sheffield.ac.uk/jobs

Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. Please note that due to the large number of applications that we receive, it may take up to two working weeks following the closing date before the recruiting department will be able to contact you.

It is anticipated that interviews and other selection action will be held week commencing 13 June 2022. Full details will be provided to invited candidates.

For more information on our application and recruitment processes visit www.sheffield.ac.uk/jobs/application-tips

Informal enquiries

For informal enquiries about this job and the recruiting department, contact: Michelle Sullivan on m.sullivan@sheffield.ac.uk.

For administration queries and details on the application process, contact the lead recruiter: Sara Narayan on s.l.narayan@sheffield.ac.uk.

For all online application system queries and support, visit: www.sheffield.ac.uk/jobs/faqs

Creating a remarkable place to work

We build teams of people from different heritages and lifestyles from across the world, whose talent and contributions complement each other to greatest effect. We believe diversity in all its forms delivers greater impact through research, teaching and student experience.

We are consistently ranked in the top 100 of the world's universities, but there's so much more to us than that. By joining the University, you will be joining award-winning teams and departments who are all working together to make the University of Sheffield a remarkable place to work.