Exams Invigilator

Job description and person specification

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<th>Job Title:</th>
<th>Exams Invigilator</th>
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<tr>
<td>Department:</td>
<td>Administration team</td>
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<tr>
<td>Reports to:</td>
<td>Head of Administration and Resources</td>
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<td>Location:</td>
<td>Coventry University – OnCampus Coventry</td>
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<td>Contract Type:</td>
<td>Hourly Paid</td>
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OnCampus Coventry is part of Cambridge Education Group (CEG) one of the leading providers of pre-university academic courses and English language courses in the UK. We offer a number of university foundation programmes including English Language Preparation, International Diploma Programme, Undergraduate Foundation and Master’s Qualifying courses. OnCampus Coventry offers successful international students the possibility of entry to the partner university’s wide range of degree courses at both undergraduate and Master’s level. Students have full access to the partner university’s learning and social facilities during their time at OnCampus Coventry.

Job overview

To ensure that examinations are carried out in accordance with ONCAMPUS regulations, and to provide candidates with a positive and supportive, yet strict exam experience. A professional appearance at all examinations is required. Invigilators are required throughout the year for internal and external examinations, with the busiest time being the summer term. The role requires excellent customer service skills including effective communication skills a confident communicator, comfortable working under pressure and multi-tasking, and who will be able to enforce regulations firmly but fairly if necessary and to deal effectively and promptly with any problems. Flexibility, reliability and an eye for detail are essential, as is the ability to communicate in clear, spoken English.

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.
Key responsibilities

- To prepare and assist the Exams Officer with the preparation of the exam hall and other exam rooms, ensuring rooms meet ONCAMPUS exam requirements.
- To ensure that candidates are aware they are under exam conditions, retrieve mobile phones, MP3 players, etc.
- Assist with candidate entry into the room, check ID, set the tone and ensure students enter quietly and efficiently
- Ensure that late candidates are briefed, seated and allowed to partake in the exam with minimum disruption
- To open and distribute papers and other authorised materials to candidates
- Ensure that candidates have correct papers
- Read out erratum notices when necessary
- Notify candidates of the start and finish times of the exam.
- Record start and finish times of the exams.
- Be vigilant at all times during the exam
- Ensure attendance register is completed.
- Collect all scripts and associated materials at the end of each exam and ensure that there are no missing scripts
- Supervise candidates in quiet and unobtrusive manner, respond to candidate queries in accordance with exam regulations and distribute additional paper/equipment as required
- Record and notify the Lead Invigilator/Exams Officer of academic offences in line with ONCAMPUS policy
- Supervise candidates held in quarantine before or after exams
- Check registers against scripts and collate scripts in attendance register order
- Ensure scripts are not left unattended and are safely delivered to the Exam Officer
- Arrive on time for the requested session
- To undertake any other duties commensurate with the status of the post, as deemed necessary by the ONCAMPUS Coventry Senior Leadership team
Person Specification
The position requires a caring attitude and a very high level of customer service and strong administrative skills. An ability to work using one’s own initiative as well as being a good team player is a pre-requisite. Experience gained within a customer services/teaching service environment would be ideal.

Customer Focus
- Understands and communicates the centre’s programmes and ethos.
- Demonstrates an exemplary attitude to customer care.
- Demonstrates a clear empathy with international clients and understands their needs, regardless of background.

Motivation
- Is proactive with the ability to react positively to unexpected circumstances.
- Takes responsibility for work issues and problems of an operational, strategic, welfare or pastoral nature within their remit.
- Initiates and implements improvements to work processes and practices within his/her remit.
- Understands centre goals and direction and sees fit with own.

Drive
- Is energetic and enthusiastic.
- Committed to the role, the team and the centre.
- Confronts and overcomes obstacles to progress within team.

Intellect
- Demonstrates good critical thinking skills to understand client issues.
- Can suggest and where appropriate implement solutions appropriate to client situation.
- Gathers facts and analyses situations in accurate and organised fashion.

Teamwork
- Maintains the confidence and mutual respect of colleagues at all levels
- Understands and works towards team/college objectives.

- Creates open and supportive team climate.

Judgement
- Can think and act rationally and maturely.
- Can weigh up information, issues and evidence and draw balanced conclusions.
- Is able to learn from experience.
- Knows when to ask for support and advice from colleagues.

Credibility
- Projects appropriate professional image.
- Speaks clearly and persuasively when interacting with internal and external personnel.
- Keeps line manager informed of progress or difficulties.
- Displays excellent listening and questioning skills.

Communication
- Has the ability to effectively communicate verbally and written.
- Able to communicate with international students.

Resilience
- Can balance the normal demands of a range of work and responsibilities without undue disruption to other team members or key stakeholders.
- Remains balanced and rational in dealing with others at all times.

Organisation
- Has ability to plan workload but remain flexible,
- Meets deadlines and displays strong administrative and organisational skills.
- Demonstrates a capability to balance competing demands