

## JOB DESCRIPTION

JOB TITLE	Development & Production Administration Officer
RESPONSIBLE TO	Lead – Development & Production
JOB SUMMARY	To be responsible for varied qualifications administration within the fast-paced Development and Production Team.

### Main tasks and responsibilities:

#### 1. Main Purpose and Scope of the Post:

- 1.1 To be responsible for commissioning various qualifications materials as required
- 1.2 To liaise with internal staff and external stakeholders by project-managing the production of various qualifications, allocating tasks and managing the return of information to set deadlines
- 1.3 Liaising with examinations stakeholders to ensure examination scripts are fit for purpose
- 1.4 To prepare and update a variety of documentation and examination materials
- 1.5 To support all administrative aspects of information management (including confidential and sensitive information)
- 1.6 To prepare materials for assessments, tests and examinations, including proofreading and formatting
- 1.7 To provide assistance and support at examination and other CIOL Qualifications events when required, within the UK
- 1.8 To assist and respond to enquiries both internally and externally from stakeholders
- 1.9 To manage e-mails and records and to maintain electronic files as requested
- 1.10 To receive and process incoming materials including claim forms from setters in a timely manner.

#### 2. In common with all other staff:

- 2.1 To contribute and support CIOL's vision, values and strategic objectives
- 2.2 To perform the role of a good ambassador for the organisation at all times
- 2.3 To ensure security and confidentiality of all qualification and examination information
- 2.4 To be proactive and flexible by supporting and assisting CIOL Qualifications' staff and functions as and when necessary
- 2.5 To promote our qualifications and examinations in collaboration with both CIOL and CIOL Qualifications staff
- 2.6 To actively partake in any other duties necessary for the smooth running of the qualifications and organisation

## **PERSON SPECIFICATION**

### **3. Knowledge and Experience:**

- 3.1 Educated to A Level, or equivalent
- 3.2 NVQ3 business administration or equivalent, an advantage
- 3.3 A basic understanding of examination processes and procedures an advantage
- 3.4 Experience of working with a broad range of internal and external stakeholders at all levels
- 3.5 At least 2 years' experience in a similar administrative/examinations role

### **4. Skills and Personal Requirements:**

- 4.1 Good eye for detail, ensuring own work meets high quality standards at all times
- 4.2 Intermediate use of MS Office (specifically Excel, Word and PowerPoint)
- 4.3 Effective time management
- 4.4 Excellent communicator, with a very high standard of spoken English as well as a good grasp of English grammar and syntax
- 4.5 Ability to draft correspondence and documents to a high standard
- 4.6 Excellent organisational skills and confident in managing multiple tasks and prioritising workload
- 4.7 Excellent interpersonal and relationship skills at all levels
- 4.8 Team player and a confident self-starter

### **5. Behaviours:**

- 5.1 Adaptable to change
- 5.2 Positive problem solver
- 5.3 Deadline and goal-focused
- 5.4 Calm under pressure
- 5.5 Sensitive to operating in a regulated environment
- 5.6 Customer focused

The above job description covers the main duties of this position as at September 2019.

CIOL Qualifications reserves the right to review and revise all job descriptions from time to time according to business need. Any future review or revision will be carried out in consultation with individual members of staff.