

Job Description: Education Administrator/Exam Officer



Function:	Sodexo Justice Services
Position:	Education Administrator & Exam Officer
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Activities & Data Manager
Additional reporting line to:	Head of Learning, Skills & Employment
Position location:	HMP & YOI Bronzefield

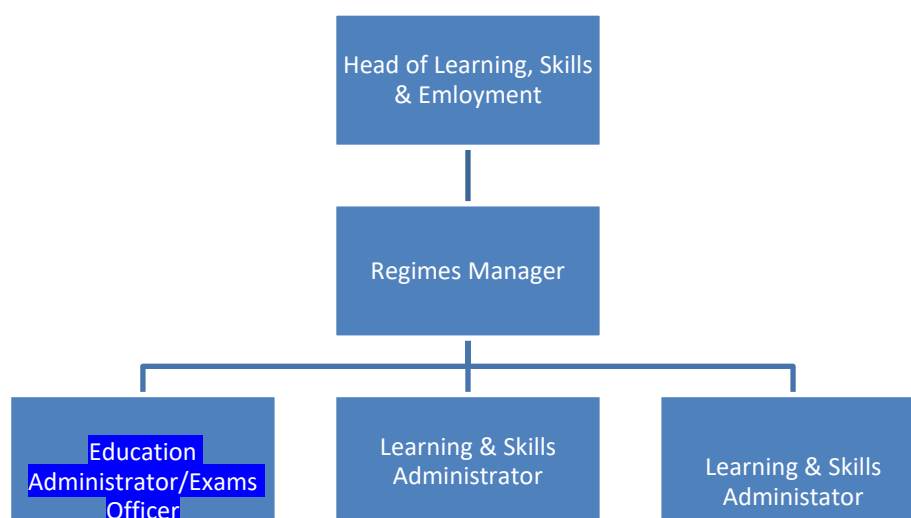
1. Purpose of the Job – State concisely the aim of the job.

- Ensure the smooth running of qualifications/assessments
- Provide general administration support across a number of Learning & Skills areas
- Actively recruit prisoners into job roles
- Capture all regime data by liaising with all departments within the prison
- Record prisoner progression achievements
- Produce weekly performance reports for the Senior Leadership Team

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Allocate a maximum of 542 prisoners to appropriate Education and work placements
- Maintain an average Employment rate of 90%
- Collate, input and distribute purposeful activity reports targeted at 24 hours per prisoner per week
- Liaise regularly with other areas of the prison to ensure the needs of the prisoners are met
- Ensure all allocations and achievements are accurately captured on the Curious database

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Abide by strict deadlines and have extensive knowledge of the impact of these
- Ability to prioritise workload in terms of security, safety and risk
- Manage high turnover of prisoners
- Keep up to date with any Policy changes, CMS updates and PSI requirements
- Monitor ongoing Performance and liaise with line managers

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

Education Administrator

As an Education Administrator, you will be responsible for allocating and capturing the attendance in educational programs Your role will involve capturing the qualifications and liaising with the awarding bodies as required.

- Input all qualification data onto national databases
- Check prior learning via the Learner Record Service
- Deal with any Employment queries
- Monitor Employment percentages
- Chair weekly Employment Boards
- Produce statistical reports and monthly quality assurance checks regarding available employment
- Regularly meet with work areas to discuss progress and update procedures
- Improve the prisoner Employment/allocation Function: Induction process, weekly notices, collate information booklet, advertise vacancies on CMS, Notice Boards etc
- Authorise prisoner pay sheets
- Maintain all appropriate records and documentation
- Monitor and oversee all filing and ensure that record systems are kept up-to-date and stored securely
- Responsible for all administrative duties as required by the Manager, ensuring the function is run efficiently and cost effectively when performing work as required and planned
- Abide by the corporate strategic directions, Contract Delivery Indicators, MoJ/HMPPS service specifications and all appropriate Regulations and Health and Safety Policies
- Provide reports and a detailed analysis of the key performance targets
- Take departmental minutes when required
- Provide administrative support to the wider department covering staff absence
- To participate in training as required in order to keep up-to-date with all mandatory and refresher training

Exam Officer

As Exam Officer, you will be an integral part of the academic administration team, responsible for assisting in the smooth and efficient organisation and administration of examinations within the Learning and Skills Department. Your role will involve supporting the various Curriculum Leads in tasks related to exam preparation, coordination, invigilation, and result processing.

- Exam Coordination:
 - Assist in scheduling and organising examinations, ensuring compliance with exam timetables and regulations.
 - Coordinate exam venues, seating arrangements, and logistics, ensuring adequate resources and facilities are available.
- Administrative Support:
 - Provide administrative assistance in the preparation of exam materials, including question papers, answer booklets, and other relevant documents, both off and online.
 - Maintain accurate records of exam registrations, candidate details, and attendance.
- Invigilation and Proctoring:
 - Assist in the supervision of exam sessions, ensuring adherence to exam regulations and guidelines.
 - Monitor candidates during exams to prevent misconduct and ensure a fair testing environment.
- Result Processing:
 - Support in the collection and collation of exam scripts, ensuring proper handling and confidentiality.
 - Assist in the processing and verification of exam results, working closely with academic staff and exam boards.
- Communication and Support:
 - Act as a point of contact for exam-related queries from learners, staff, and external stakeholders.

- Provide guidance and support to candidates regarding exam procedures, regulations, and special accommodations.
- **Quality Assurance:**
 - Contribute to the continuous improvement of exam processes and procedures, identifying areas for enhancement and efficiency.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Ensuring that the policies and practices of Allocations are carried out within the guidelines to maintain consistency and fairness
- All qualifications are captured on the required prison database systems
- Monitor CMS Scheduling and Applications and assist other areas in the set up/use of this function to reduce paper wastage and improve accountability
- Management information provided accurately and within specified deadlines in order to meet KPTs
- Work directly with different awarding bodies to ensure requirements are met

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Experience working as an administrator
- Experience of working under pressure and to deadlines
- Able to manage and prioritise workloads
- Good use of Microsoft Word and Excel
- Attention to detail and accuracy
- Good written and verbal communication skills

Desirable

- An understanding of the complexities of prison regime
- Understanding of the Custodial Management System or a willingness to learn

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Rigorous management of results
- Innovation and change
- Growth, Client and Customer Satisfaction, quality of services provided

9. Management Approval – To be completed by document owner

Version	1	Date	01/02/24
Document Owner	Tanvir Hynes		