

## **JOB DESCRIPTION (A)**

**Post title:** Team Leader – Operations (Exams/Cover Manager)

**Grade/salary:** Grade 5

**Reports to:** Business/Academy Manager - Operations

**Direct Supervision:** Cover Supervisors, Invigilators

**Position:** Full Time/Part-Time, Term Time Only

## **PURPOSE OF THE POST**

To lead and develop the examinations and cover support to the Academy, working with other business functions and educational support teams across the academy and partnership to ensure a seamless service approach.

## **MAIN DUTIES AND RESPONSIBILITIES**

1. To plan and deliver examinations and cover functions, as determined by the Business Operations Manager to meet current and future needs of the Academy.
2. To direct and manage team members to ensure that quality, performance, standards and deadlines are achieved
3. To undertake reviews/quality assurance within own area of responsibility, identifying problems or issues, making recommendations for corrective action
4. Undertake budget preparation and planning activities for responsible areas.
5. To develop systems and processes to meet business and educational support needs and to ensure the high quality of information held
6. To lead the recruitment, selection and development of the exams and cover team
7. To resolve complex and contentious issues to ensure that effective business and educational services are maintained
8. To provide authoritative advice and guidance to colleagues, governors, parents/carers and business contacts with regard to policies, processes and services provided, including implementing these where necessary to meet the needs of the Academy
9. To undertake numerous administration tasks on behalf of the Academy
10. Personally, and through business and educational support team members, assist in the delivery of the targets set down in the Academy AIP and Trust ADP, as well as through Team and Individual Improvement Plans.
11. Build positive relationships with other staff and colleagues across the Partnership and embed a collaborative working culture in the Academy.
12. Ensure that the levels of business and educational support are within corporate parameters and follow tight principles.
13. To manage fluctuations in workloads within the resources available, including responding to emergencies. This will require managing and resolving conflicting educational, operational and business support needs
14. To resolve issues to ensure effective business and educational support is maintained
15. Advise the Business Operational Manager of all communications from the examinations and cover team on key issues and advising on the best possible use of the resources available to support teaching and learning throughout the academy and support implementation.

16. Monitoring of absence management, capability and staff wellbeing for the examinations and cover team.
17. Member of the Local/Cluster Academy Business Management Group.
18. Demonstrate a commitment to the ongoing development of yourself and others.

## **Specific Duties**

### **Examinations**

- Liaising with all staff, eg heads of department regarding entries.
- Disseminating information, answering enquiries and dealing with complaints regarding external examinations with staff, students and parents/carers.
- Submitting entries for external examinations to awarding bodies in advance of deadlines.
- Work with SENCO to organise access arrangements, regarding candidates with SEN; applying to awarding bodies for special arrangements for such candidates.
- Managing the daily running of external examinations. This will include ensuring that all required materials are in the examination rooms for the start of the examinations and arrangements for candidates with access arrangements are in place.
- Organising exam materials, providing safe custody of and organising examination stationery and materials, including question papers, in accordance with regulations.
- Organising the examination rooms, in accordance with regulations.
- Providing a centre timetable to include dates, times, venues and number of candidates.
- Resolving examination clashes in accordance with regulations.
- Briefing candidates on examination regulations and producing written guidelines for staff and students; ensuring candidates are aware of their own examination timetables.
- Collecting and despatching worked scripts in accordance with the regulations.
- Arranging invigilation, including briefing and training invigilators in school procedures.
- Being present and available in school on the days when results are notified, and overseeing the distribution of results to candidates.
- Providing statistics on examination entries and results for the Executive Principal, Academy Director, SLT, Governors, LLA, DfE, etc.
- Overseeing the checking and distribution of certificates.
- Processing enquiries about results and requests for return of scripts.
- Encouraging a positive examination culture in the school to which all staff and students subscribe.
- Keeping up to date with the requirements of the role. Ensuring attendance at appropriate awarding body and other INSET training meetings, etc and keeping up to date with the latest procedures and regulations for external examinations.
- Making external examination arrangements for private candidates.
- Arranging external examinations for non-curriculum subjects.
- Making arrangements for internal examinations/testing, including the production of the timetable, rooming and invigilation.
- Any other reasonable duties as commensurate with the grading of the post.
- Management of examinations budget
- Ensure all JCQ rules and regulations are adhered to.
- The recruitment and training of all new Exams Invigilators.
- The on-going training of all existing invigilators

### **Cover**

- To organise and administer cover for absent teachers, which includes arranging cover from supply agencies, and ensure the school's Senior Management Team are aware of teacher absences as soon as possible.

- To pass cover lesson information to Cover Supervisor/Supply Teacher.
- Produce daily timetable for Cover Supervisor and ensure staff are made aware of rarely cover situations.
- First point of call for all unplanned absences as per the Absence Policy
- Responsible for disseminating absence information each morning to SLT, and HR Administrator
- Organise and plan timetable for all special events such as curriculum days

## PERSON SPECIFICATION

The following qualities are all deemed fundamental to the requirements of the post. The Trust will, therefore, be seeking evidence of these in the selection process, which will include the application, interview(s) and references.

The Trust is seeking to appoint highly skilled, dynamic, flexible and committed staff with the potential to help us realise our vision and strategic objectives. The appointing panel will, therefore, require sufficient evidence of ability and achievement in each of the following areas in order to make an appointment.

Category	Essential	Desirable	Evidence
<b>Qualifications</b>			
A good academic standard of education to GCSE 'A' level standard/NVQ level 3 or equivalent plus specialist training/development.	✓		Application form
<b>Experience, knowledge and understanding</b>			
Minimum 3 years' experience delivering business support services		✓	
Considerable relevant work experience of managing administrative (or similar) services or functions.	✓		Application form / Interview / Portfolio of work / References
Planning and development of administrative functions to meet the current and future needs.	✓		
Ability to set and manage objectives and targets	✓		
Management and development of a team.	✓		
Experience of report writing including data analysis, relating to staff, site and resources	✓		
Experience of effectively managing conflicting demands for services	✓		
Experience of resolving operational issues through applying knowledge of systems, processes and the operating context	✓		
Experience of developing and delivering business plans		✓	
<b>Personal attributes, qualities and leadership skills</b>			
Good interpersonal and communication skills including chairing/contributing to meetings and report writing	✓		Interview
Good planning and organisational skills with the ability to manage conflicting demands and meet deadlines	✓		
Can demonstrate efficient working, thinking about and taking action to anticipate opportunities and deal with emerging issues	✓		
Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues	✓		

Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels.	✓		Interview
Able to ensure that staff are deployed as efficiently and effectively as possible, in line with Academy needs, changing priorities, national changes and performance levels	✓		
<b>Other</b>			
Able to work flexibly including some travel across the geographic coverage of the Partnership	✓		Interview
The post holder will be subject to an enhanced Disclosure & Barring Service check	✓		Pre-employment checks
Prior to confirming an appointment to the Trust, individuals are asked to complete a medical questionnaire in order that the Trusts Occupational	✓		
Health provider can ascertain their medical fitness for the post	✓		