**People Team**

**Job Description & Person Specification**

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| **Post Title:** | Exam Access Arrangements Administrator | **Department:** | Student Inclusion & Support |
| **Hours per week:** | 37 | **Weeks per year:** | 52.14 |
| **Contract Type:** | Fixed Term until 20th December 2024 | **Reports to:** | SENCO – Planning & Delivery |
| **Scale & Spine Points:** | Professional Services | **Location:** | Lansdowne & North Road |

**Job Description**

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| **College and Department Overview** |
| Bournemouth & Poole College (BPC) is the largest provider of Further Education and Apprenticeships in the area. The College prides itself on offering students a friendly and supportive environment in order that they develop work skills. The College values are:   * A passion for learning and success * Supportive and caring * Respectful and considerate * A champion for equality through learning * Ambitious and tenacious |
| **Department Overview** |
| The Student Inclusion and Support is a dedicated team within the Student Experience Directorate to help support all aspects of a student’s journey while they are studying at The Bournemouth and Poole College.  The Student Inclusion and Support department comprises 3 strands of support; Student Engagement, Student Wellbeing and Learning Support.  It is such an exciting time to be joining the Student Inclusion and Support team. We are on a clear path to become an outstanding service to our students. |
| **Purpose of the Role** |
| Exam Access Arrangements are a reasonable adjustment for any student with additional support needs and ensures they have approved support in place for any exams or assessments.    This role supports the Specialist Assessors and wider College team to organise and track the assessments, ensure students who have disclosed support needs are seen and help collate paperwork and evidence for the files. |
| **Key Accountabilities & Duties** |
| * Review school information and files that have been shared, saving evidence to student files and referring cases to colleagues. * Liaise with the Assessors and Curriculum teams to help organise group assessments and prepare resources. * Effectively track students through the assessment process, updating College systems at each stage. * Act as a key contact point for initial assessment enquiries and to help signpost staff and students responding responsively and supportively * Support staff with the preparation of statutory paperwork for example JCQ Form 8 and Form 9 * Review case files to ensure all evidence has been completed, follow up with colleagues and students where needed. * Respond to referrals and students using a range of sources including Teams, sending text reminders, phone calls and email * Liaise with Personal Development Tutors to triage EAA enquiries and ensure students and staff are signposted for the correct support * Help prepare reports and data, maintain and collate student files and offer general administrative support to the wider team |
| **Equal Opportunities** |
| The College will seek to ensure that all existing and potential employees and students are given equal opportunities for employment and education. It is committed to the elimination of unlawful or unfair discrimination on the grounds of sex, age, marital status, colour, race, nationality or other ethnic or national origin, disability, sexuality, trade union membership or activity and religious background. The College will seek to ensure that no applicant for employment or education is disadvantaged by conditions or requirements which cannot be justified. The College aims to provide an open welcoming and safe environment for all its students, employees and visitors. |
| **Safeguarding** |
| The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.  Successful external applicants will be required to undertake appropriate safeguarding checks as well as providing proof of right to live and work in the UK.  All successful candidates will be required to provide proof of their qualifications. |
| **Further Information** |
| This Job Description and Person Specification are current as at **25th March 2024.** In consultation with you it is liable to variation to reflect changes in the job. If you have any queries relating to your Job Description and/or Person Specification, please discuss with your Line Manager.  A copy of this Job Description and Person Specification is held with the People Team. |

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications:** | Level 2 (or equivalent) English and Maths | Level 2/Level 3 Customer Service or Business Administration Qualification  SEND/Mental Health Support Qualifications |
| **Work Experience** | Experience working in a customer services or support role that is customer facing  Experience effectively communicating with a range of stakeholders | Work experience in an FE setting ie college or school |
| **Knowledge** | Competent in Microsoft Office applications particularly Excel  Understanding of customer service techniques  Knowledge of the post 16 education sector | Working with student databases ie ProMonitor/ProSolution  Understanding of KCSIE and safeguarding children and vulnerable adults  Knowledge of wider support services and external agencies working with young people |
| **Skills** | Good communication skills including written and verbal  Understanding and patient nature, ability to show understanding and patience to students at difficult times  Interest and confidence in communicating with a variety of young people and adults who have a range of additional support needs  Ability to work independently and prioritise tasks to meet deadlines |  |
| **Other Requirements** | Attendance at college events ie open evenings including outside of normal working hours | Ability to be able to travel between sites |