

## **JOB INFORMATION: ASSESSMENT CO-ORDINATOR**

This is a unique opportunity for a bright, talented and experienced administrator to develop a career at the UK media industry's journalism training charity and awarding organisation.

We are passionate about high standards of journalism and the importance of best practice. This could be your chance to help us ensure our qualifications are administered to the highest professional standards. It is an exciting time to be joining the NCTJ as we broaden our customer base and deliver our assessments in an online format.

In return for your commitment and hard work, we will provide a competitive salary, a great working environment and help you to develop your skills and experience.

### **About the NCTJ**

The NCTJ delivers the premier training scheme for journalists in the UK. Established in 1951, it is dedicated to providing a world-class education and training system that develops current and future journalists for the demands of journalism in the digital age.

The NCTJ's range of products and services include: course accreditation; qualifications; awards; distance learning; careers information; training and continuing professional development; information and research; and communications and events.

The NCTJ is an independent registered charity. It has 18 full and part-time employees based at offices in Newport, Saffron Walden, Essex as well as more than 250 freelance examiners, trainers and industry volunteers. The organisation's structure includes trustees of the charity, accreditation, qualifications and examination boards, editors' focus groups, accreditation forums and a Student Council.

Our awarding organisation function is regulated by Ofqual, Qualifications Wales and the Council for the Curriculum, Examinations. NCTJ regulated qualifications include: apprenticeships; the Certificate in Foundation Journalism; the Diploma in Journalism; and the National Qualification in Journalism.

The organisation's funding comes from media and tech companies, sponsors and from income generated from our products and services. The NCTJ administers the Journalism Diversity Fund and the Community News Project.

With an ambitious strategy, the organisation continues its growth and development. We are seeking a talented person to join our team to co-ordinate NCTJ assessments.

We have an inclusive and progressive working culture. Everyone plays an integral and vital part in the organisation's success and we have a 'go-getting' attitude and strive to adapt and change.

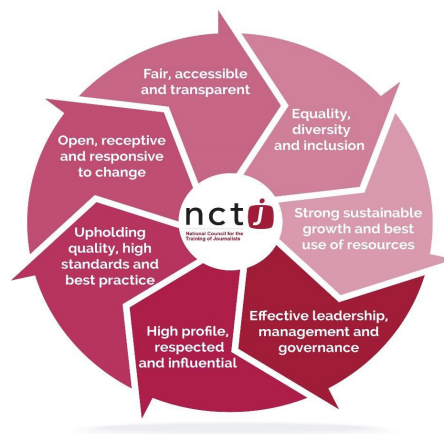
### **Our priorities**

We aim to be recognised as the industry charity for attracting, qualifying and developing outstanding journalist who work to the highest professional standards. We provide a world-class education and training system that develops current and future journalists from all walks of life for the demands of a fast-changing media industry.

Our objectives are to:

- ❖ Offer outstanding professional qualifications which guarantee the high standards of journalism needed in the workplace
- ❖ Accredite high quality education and training providers and recognise courses of excellence
- ❖ Facilitate equality of opportunity in the journalism profession by taking action to encourage a diverse and inclusive culture
- ❖ Foster continuing professional development for journalists throughout their careers
- ❖ Provide services and products that are demonstrably helpful and relevant to our stakeholders

To grow and develop the NCTJ we have the following core values:



## **Job responsibilities**

### **1. Exam centres**

- Assess and approve new exam centre applications and ensure the relevant information and documentation is sent to the nominated centre contact
- Source and book centres to host exams, as appropriate
- Organise national exam sittings on designated dates during the year, including sourcing centres, arranging helpers, and creating/issuing candidate reporting instructions

### **2. Exam controller administration**

- Receive, process and acknowledge exam applications, registrations and enrolments
- Create exam sessions, schedules and raise invoices
- Update candidate details on the database, update any relevant spreadsheets and/or report information as necessary
- Ensure candidate lists are accurately imported onto the NCTJ's online assessment platform
- Produce/update and send out administration packs and exam documentation in August each year
- Prepare and dispatch examination information and material to centres, as required
- Ensure all appropriate course tutors have log in access to a scheduler account on the NCTJ's online assessment platform for mock exam access

- Deal with any technical queries from centres and tutors regarding the NCTJ's online assessment platform, as and when they arise
- Maintain the tutor resource, admin contact and shorthand resource sections of the NCTJ website, ensuring content is accurate and up-to-date
- Keep an accurate record of sales and invoice information each year
- Receive, process and acknowledge reasonable adjustment, special consideration and deferral requests within the required timescales
- Process exam report applications for NCTJ exams and assessments; ensure reports are formatted and proof read prior to dispatch
- Provide additional assistance to team members, as required
- Ensure that exams and assessments are controlled and administered in line with appropriate policies and procedures and that Ofqual, Qualifications Wales and CCEA conditions of recognition are adhered to and related documentation completed
- Identify and record possible risks relating to exams and exam team procedures on the NCTJ risk register and centre risk log

### **3. Exam papers and documentation**

- Liaise with the NCTJ exam boards to produce formatted exam papers, ensuring that they are accurate, tested, proof read and signed off in line with NCTJ exam team procedures prior to use
- Build and schedule exam papers in the NCTJ's online assessment platform
- Ensure there are sufficient exam papers available in good time to meet demand

### **4. E-logbooks and e-portfolios**

- Process e-portfolio and e-logbook access requirements and ensure appropriate payments are processed and invoices raised
- Resolve with candidates any issues regarding e-logbook and/or e-portfolio access
- Resolve with candidates any issues regarding e-logbook and/or e-portfolio content
- Work with the head of quality assessment and the e-logbook/e-portfolio development company to rectify any problems that occur with e-logbooks/e-portfolios

### **5. Marking and moderation**

- Ensure that all exam submissions are received by the NCTJ within 24 hours of the exam taking place. Chase any outstanding submissions with centres
- Arrange in advance the examiners and moderators required for NCTJ examinations and assessments
- Organise the allocation of exam scripts for marking and moderation by members of the relevant board and other examiners
- Set realistic deadlines for examiners and moderators to ensure results are received on time
- Check and proof moderation reports and ensure these are sent back to markers
- Approve examiner/moderator/assessor payments and keep an accurate record of costs
- Attend NCTJ workshops, exam seminars and examiners' meetings and produce any relevant reports or documentation, as required

### **6. Results and certificates**

- Input exam and assessment results onto the database and ensure results are accurate and issued to centres/candidates by the required deadlines

- Where applicable, enter results onto pass lists to be uploaded to the NCTJ website on designated results dates
- Ensure that accurate candidate feedback sheets for externally assessed modules are sent out to centres, where required
- Ensure certificates and results letters are produced promptly and dispatched to centres/candidates by the required deadlines
- Ensure certificate numbers are recorded on the certificate monitoring spreadsheet and that all certificate details are checked for accuracy before they are sent to centres/candidates

## **7. Reports**

- Produce syllabic count analysis and exam statistics, as required
- Produce comparative figures for NCTJ exams
- Assist with the production of the NCTJ chief examiner's reports and ensure they are uploaded to the website by the required deadlines

## **8. Exam dates/schedules**

- Work with the head of quality and assessment to produce the annual schedule of exam dates

## **9. General**

- Communicate effectively and professionally with candidates, centres and editors
- Keep accurate records relating to NCTJ examinations and assessments
- Undertake general administration relating to this role and the wider exams team, including filing, arranging meetings, producing statistics etc.
- Process online shop orders for exam/qualification materials, certificates, exam reports and past papers, as appropriate
- Be prepared to cover other exam team duties, roles and/or responsibilities during times of absence.
- Administer the office voicemail system
- Deal with general enquiries as they arise
- Deal with and record any general complaints received, bringing serious issues and complaints to attention of the head of quality and assessment
- Ensure effective budgeting and cost control of NCTJ examinations
- Work with exams team to update and improve policies and procedures
- Undertake projects to develop and streamline the delivery of examinations
- Assist with the organisation and invigilation of NCTJ exams

## **Person specification**

### **Qualifications and experience**

Sound administration and organisational experience	Essential
Administration, IT, project management and/or shorthand qualifications	Desirable
Able to demonstrate experience of multi-tasking	Essential
Effective working quickly under pressure and in managing heavy personal workloads	Essential

### **Skills**

First-class administration and organisation skills	Essential
Excellent use of English and writing skills	Essential
Able to plan, prioritise and meet daily deadlines	Essential
Able to work on own initiative	Essential
Able to work effectively with team members	Essential
Confident, professional telephone manner	Essential
Typing and data-entry skills, computer literate and confident in use of word, spreadsheets, database and email	Essential

### **Personal attributes**

Team player and self-starter	Essential
Customer focused and results-driven	Essential
Good interpersonal skills – confident, open, approachable, facilitative and persuasive	Essential
Flexible and adaptable	Essential
Integrity and confidentiality	Essential
Accurate, efficient, consistent, hard-working and conscientious	Essential
Friendly with a sense of humour	Essential

### **Remuneration and benefits**

For this post the NCTJ offers a competitive salary in the range of c£25,000 depending on experience, and further training and career development opportunities.

This is full-time (35 hours per week) permanent contract but we are happy to discuss flexible and part time working arrangements.

Other benefits include 25 days of paid holiday per annum, free life cover, company bonus scheme and a matched pension contribution of five per cent of salary.

### **Working environment**

The NCTJ has a friendly working environment with a team-working and goal-orientated culture. All our team members are very committed to achieving high standards and implementing new ways of working. We are flexible and adaptable to change.

Reporting to the assessment manager, the successful candidate will work closely with the other members of the exams team and will liaise with our centres, candidates and employers.

The role is based at the NCTJ's offices in Newport, Saffron Walden, Essex. We promote work-life balance and support staff who have family responsibilities and particular needs.

### **Application process**

Your curriculum vitae and covering letter, detailing why you would like to be considered for the position and stating your current salary, should be addressed to Alison Puttock, assessment manager.

Applications should be sent to [alison.puttock@nctj.com](mailto:alison.puttock@nctj.com) as soon as possible.

### **National Council for the Training of Journalists**

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