

JOB DESCRIPTION
Assessment administrator

Title:	Assessment administrator
Objective:	To undertake the efficient administration of NCTJ assessments and support the work of the awarding organisation team.
Reporting to:	Assessment manager
Working with:	Assessment team and all members of NCTJ staff

RESPONSIBILITIES:

1. Student registrations and log in area

- Request and import batch entry information from centres at the start of NCTJ courses.
- Keep an accurate record of student intake numbers.
- Ensure that only students on accredited courses have access to the student login area.

2. Exam applications and enrolments

- Receive, process and acknowledge diploma applications, registrations and enrolments.
- Support the processing and acknowledging of shorthand bookings, registrations and enrolments.
- Update candidate details on the Creatio database, as required.
- Process exam bookings in Creatio and raise invoices via Sage.
- Update any relevant spreadsheets or report information as necessary, ensuring all data is accurate.

3. Exam administration

- Ensure that candidate lists are accurately imported into the online assessment platform (Cirrus).
- Ensure all appropriate course tutors have log in access to a scheduler account on the online assessment platform (Cirrus) for mock exam access.
- Support with any technical queries from centres and tutors regarding the online assessment platform (Cirrus) as and when they arise.
- Support the preparation of offline diploma exam papers and assessment documentation and send out electronically to centres.
- Schedule diploma exams in the online assessment platform (Cirrus).
- Receive, process and acknowledge special consideration and deferral requests with the required timescales.
- Ensure all appropriate course tutors and admin contacts are contacted one week before exams with exam information for exams in the online assessment platform (Cirrus).
- Circulate candidate feedback forms/questionnaires to a sample of centres hosting NCTJ exams throughout the year and collate feedback for discussion with the assessment manager
- Assist with the administration of all NCTJ exams (including shorthand) during busy periods.
- Provide additional assistance to team members as required.

- Ensure that exams are controlled and administered in line with appropriate policies and procedures and Ofqual conditions of recognition are adhered to and related documentation completed.
- Identify and record possible risks relating to exams and assessment team procedures on the NCTJ risk register and centre risk log.
- Conduct Proctorio reviews for anyone sitting exams remotely and log and escalate concerns to the assessment manager for further review.

4. Certificate in Foundation Journalism (CFJ)

- Promptly allocate CFJ assessments for marking and moderation via the Journalism Skills Academy.
- Assist the quality and standards manager with the external quality assurance (EQA) of centre-based internal assessors responsible for marking CFJ assessments.
- Check and proof moderation reports for CFJ course markers and ensure these are sent back to the centre with CFJ results.
- Input CFJ results into Creatio and ensure results are accurate and issued to centres/candidates by the required deadlines.
- Ensure CFJ e-certificates are produced promptly and made available to centres/ candidates efficiently and in good time.
- Assist in approving assessor and EQA payments and keep an accurate record of costs, in the absence of the quality and standards manager.
- Provide additional support/training to CFJ centres/candidates as required.
- Process assessment report applications for CFJ assessments. Ensure these reports are formatted and proof read by an assessment controller (or another appropriate staff member) when received prior to dispatch.
- Prepare comparative figures and results information for CFJ assessments as required.
- Plan the annual CFJ standardisation meeting for assessors.

5. Practical International Journalism Qualification (PIJ)

- Promptly allocate Practical International Journalism portfolios submitted by distance learners for marking and moderation, within the required timescales.
- Promptly allocate Practical International Journalism portfolios submitted by candidates on accredited courses (and marked by centre tutors) for moderation, within the required timescales.
- Check and proof moderation feedback for course markers and ensure this is sent back to the centre with PIJ results.
- Input PIJ results into Creatio and results are accurate and issued to centres/candidates by the required deadlines.
- Ensure PIJ e-certificates are produced promptly and made available to centres/candidates efficiently and in good time.
- Provide additional support/training to PIJ centres/candidates as required.
- Prepare comparative figures and results information for PIJ assessments as required.

6. Results and certificates

- Assist in the checking of diploma, NQJ, shorthand and apprenticeship results in Creatio, prior to them being issued to centres by the scheduled deadlines.
- Assist with the production of certificates and results letters for all NCTJ qualifications as required.
- Support the diploma assessment coordinator with checking certificates, ensuring certificate numbers are recorded on the certificate monitoring log and that all certificate details are double-checked for accuracy before they are sent to centres.

7. Orders

- Process assessment team related orders, such as replacement certificates and data requests, etc.
- Ensure appropriate payments are processed and invoices raised.
- Distribute other orders received to appropriate staff members to action i.e. distance learning and shorthand.

8. 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 assessment team, including filing, arranging meetings, producing statistics etc.
- Be prepared to cover other assessment team duties, roles and/or responsibilities during times of sickness, annual leave etc.
- Deal with general enquiries as they arise.
- Deal with and record any general complaints received, bringing serious issues and complaints to attention of the assessment manager.
- Ensure effective budgeting and cost control of NCTJ assessments.
- Assist with the organisation and invigilation of NCTJ exams when required, including attending external venues to invigilate exams.
- Attend NCTJ external events as a member of the assessment team, as required.
- Work with the assessment team to update and improve policies, procedures and guidance documents where necessary.
- Undertake projects to develop, streamline and modernise the delivery of exams and assessments.
- Assist with the checking, logging and signing off of external pay claims related to the work of the assessment team.

The NCTJ operates a multi-skilled environment where it is necessary for all staff to be flexible, and if required, to help out in other departments at times of pressure. All staff are required to pick-up incoming telephone calls and are responsible for franking their own outgoing post.