

Post Title:	Examinations Officer	Post Number:	CS1459P
Daily Supervision:	Examinations Senior Team Leader	Grade:	CSS Scale 4/5
Department:	Central Information Services	Last Updated:	March 2026

Our Purpose: Be Ready...

Realise Aspirations, Shape Futures, Serve our communities

Our Code:

We CARE deeply about achieving outcomes in the right way and expect staff and students to behave with....

Community

Accountability

Respect

Excellence

Job Purpose

To plan, organise, administer and deliver all aspects of examinations, controlled assessments and certification processes across all campuses and to ensure they are carried out in accordance with awarding body requirements.

The core purpose of the Examinations Officer role includes the following aspects:



Principal Duties and Responsibilities:

1. To maintain an awareness of the detail of a wide range of complex awarding organisations including how their rules, policies and regulations impact on learners' exams.
2. To provide exemplary customer service to various stakeholders (including teachers, managers, teaching support, admin, students and parents) and to deal with customer challenges with empathy and resilience.
3. To have a grounding and understanding of digital technology such that over-sight and support can be provided for online testing suites and online exams.
4. To provide over-sight, training and management of Invigilators and to organise and direct them to deliver effective invigilation in line with regulation.
5. To have strong computer and IT skills to use the student records and exams systems, as well as MS Office and Excel, to maintain essential electronic records of examinations.
6. To contribute to ongoing process improvement such that examinations and related processes are efficient, effective and economic.
7. During GCSE examinations to provide organisation, direction and over-sight for college staff who will be volunteering as Invigilators.
8. To assist the Central Information Services team in preparation for audit by checking, cleaning and reporting on Exams related data.
9. To liaise with curriculum and support staff to provide training and support in terms of examinations processes and deadlines.
10. Investigate and where possible resolve staff and student queries relating to examinations.
11. To travel to all campus sites as directed by managers and team leaders to deliver examinations related services and duties.
12. To organise and manage complex resources and to resolve resource conflicts including rooming, timetabling, exam papers and scripts, access arrangements, invigilators etc.
13. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
14. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
15. To maintain quality standards appropriate to the post.
16. To conform with the Health and Safety requirements relevant to the post.
17. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.



Person Specification

Knowledge	PSM
1. Level 3 Business Administration	A
2. GCSE English grade 9-4 or equivalent qualification	A
3. GCSE Maths grade 9-4 or equivalent qualification	A

Skills/Abilities – Interpersonal	PSM
4. Proven ability to communicate effectively, both written and orally	A/I
5. Proven excellent customer care skills	A/I
6. Proven ability to work under pressure and to meet tight deadlines	A/I
7. Proven ability to work using own initiative with minimal direct supervision	A/I
8. Proven ability to maintain and develop administrative systems	A/I/T

Experience	PSM
9. Examinations experience, or relevant administrative experience, preferably in a further education environment	A/I
10. Significant practical experience of using software packages, including word processing, databases, spreadsheets, internet and email	A/I/T

Work Related Circumstances	PSM
11. The ability and willingness to work flexibly	A/I
12. The ability and willingness to undertake relevant staff development	A/I
13. The ability and willingness to work at all campuses	A/I

Skills/Abilities - Other	PSM
14. Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I
15. The ability to promote equality, diversity and inclusion throughout all aspects of the role.	A/I

Prepared By:	Rachel Greenwood
Date:	26 February 2026

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

REALISE **ASPIRATIONS;**
SHAPE **FUTURES;**
SERVE OUR **COMMUNITIES.**

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

