

JOB DESCRIPTION

POST:	Senior Examinations Officer (FTC)
DEPARTMENT:	Dental and Surgical Examinations
RESPONSIBLE FOR:	Staff as assigned
RESPONSIBLE TO:	Surgical Examinations Manager
BAND:	3a

JOB SUMMARY

To lead on the planning of clinical components of surgical examinations, assuming responsibility for the day-to-day administration of specified examinations within specified time constraints. To act as point of contact for communication with the Court of Examiners. To support examiners, related groups and their examination related activities.

SPECIFIC DUTIES AND RESPONSIBILITIES

Clinical Examinations

- Lead on the arrangement and allocation of examiners for clinical examinations and their associated arrangements,
- Contribute to the preparation and despatch of clinical (OSCE) examination materials, including props and equipment
- Examination set-up and take-down, including booking/ordering all necessary desks/screens/equipment, and liaising with outside contractors as necessary
- Advise on requirements for, and manage the delivery and collection of, necessary equipment and documentation to regional and overseas centres
- Administer the assessment production of specified examinations in adherence with strict deadlines
- Copy and collate examination papers in adherence with strict deadlines

Examinations Administration

- Establish, review and maintain operational handbooks for specified examinations
- Check expense forms and apply budget codes for subsequent authorisation
- Support the Examinations Manager in dealing with appeals
- Arrange visas, transport and accommodation for examiners when travelling to a variety of international venues, liaising with appointed travel agents and third parties as necessary
- Advise on candidate eligibility, and other, enquiries as required
- Provide support for examiner training events
- Correspond with examiners and respond to queries in an efficient and professional manner
- Update examiner records on the College CRM system
- Provide administrative support and deputise for the Surgical Examinations Manager as required

Centres

- Liaise with external centres to ensure the effective running of examinations
- Confirm accommodation bookings and make changes as required
- Supervise examinations at the College and elsewhere in the UK, coordinating temporary or local staff and acting as College representative as required
- Support the supervising/lead examiner in all aspects of the daily management of the examination
- Ensure that candidates adhere to the examination timetable
- Confirm candidate identity by checking appropriation documentation
- Provide guidance to examiners and candidates
- Compile and ensure accuracy of raw examination scores
- Administer cash payments to patients/ actors where necessary

Committee meetings

- Support the administration of committee meetings
- Book refreshments and facilities
- Correspond with committee members and handle any queries accordingly
- Attend committee meetings, take and produce minutes and implement action points where required

General

- Attend and support the dental or surgical Diplomates' days as required
- Maintain the office filing system
- Monitor assigned budgets
- Maintain office supplies, examination materials and stock as requested
- Maintain the integrity of examinations and related data
- Undertake such other duties, in contribution to other areas of departmental activity and appropriate to the grade, as required

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

The Royal College of Surgeons of England is an Equal Opportunities Employer.

All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation. Employees should have read and understood the College's Data Protection Policy and Records Management Policy and should follow all agreed records management and data protection procedures, seeking advice where necessary.

PERSON SPECIFICATION

POST: Senior Examinations Officer

GRADE: 3a

DEPARTMENT: Dental and Surgical Examinations

RESPONSIBLE FOR: Staff as allocated

RESPONSIBLE TO: Surgical Examinations Manager

All of the following are essential unless otherwise stated.

Qualifications

- Good all-round education (including A Levels)

Experience and Skills

- Previous experience in an administration role
- Previous experience delivering clinical examinations (desirable)
- Excellent written communication skills
- Good numeracy skills
- Strict adherence to deadlines
- Eager to learn new skills
- Microsoft Office
- Ability to work in a complex and fast moving environment

People and interpersonal skills

- Ability to work as part of a team
- Ability to act in a leadership capacity
- Good organisational skills
- Good interpersonal skills
- Well presented
- Good time-keeping
- Able to work on own initiative
- Attention to detail
- Able to work to tight deadlines

The post holder will also need to demonstrate the following **values and behaviours**:

Diversity - we value **diversity** and treat each other with respect.

- I listen effectively and treat each person as an individual
- I value people with different skills, expertise and knowledge to myself
- I ensure that everyone I meet feels welcomed at the college
- I trust the people I work with and know they will work to their best ability
- I am inclusive and build good relationships with everyone I work with
- I take time to understand different views to myself for the sake of the college

Improvement - we seek continuous **improvement**, and improvement requires change.

- I use my expertise to question, challenge and improve the way we carry out our tasks
- I identify opportunities to innovate and present ideas to improve our products and service
- I am open and positive to new ideas and ways of working which help the college
- I adapt to change positively
- I help my manager communicate change to others
- I learn from my mistakes and do things differently as a result

Responsibility - we take personal **responsibility** for all we do.

- I set challenging goals for myself
- I deliver what I say I will deliver
- I take informed decisions which are within my control and hold myself accountable for them
- I take initiative and am proactive in all I do
- I constantly work to the best of my ability
- I work with integrity in the best interests of the College and its priorities

Collaborative - we are **collaborative**, both across the College and with our stakeholders across the world.

- I build positive relationships with the people I work with
- I work collaboratively with others to deliver exceptional performance
- I always work for the greater good of the College
- I highlight behaviours which are inconsistent with the College standards
- I consistently live the College values
- I involve others in key decisions I take at work

Prudent - we are **prudent** in our use of resources.

- I deliver excellent work and customer service with the resources available to me
- I am efficient with the resources I use
- I find effective solutions to problems
- I escalate issues quickly when resources are stretched
- I prioritise my work effectively
- I follow the rules at work so that I minimise risks to the College

Professional development - we are committed to personal **professional development** that benefits the individual and the College.

- I seek learning opportunities for my personal and professional development
- I support, encourage and help my colleagues to develop
- I put my learning into practice in my role
- I ask for regular and honest feedback on my performance and learn from what is said
- I create opportunities to share my knowledge within and across teams
- I know my areas of expertise and convey this with confidence to my colleagues

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.

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