



Royal College of Anaesthetists

Examinations Administrator

Directorate: Education, Training and Examinations

Reports to: Examinations Manager

Grade: 6

1.1 Job purpose

The purpose of this role is to assist with the analysis of examinations data and the production of statistical reports and queries as advised by the Coordinator for Statistics, the Head of Examinations or members of the boards of examiners. To lead the administrative requirements for exam visitors and the safe sedation for non-anaesthetists course. To ensure all documentation relating to examiner appraisals and audit is securely stored and up to date, and to provide operational and administrative support to all areas of the examinations.

1.2 Key tasks and responsibilities

Analysing and Compiling Examinations Data

- Analysis and collation of exams data and to assist with the production of exam statistic reports
- To work with the coordinator, statistics to ensure data are presented in a clear way
- To liaise with the Head of Examinations and the Head of Training on the production of the exams statistics for the Annual Specialty Report, newsletters and College reports
- To provide the GMC with candidate data as required via the GMC portal
- To deal with Deanery and School statistics requests and ensure data protection rules are applied
- To produce examination statistics for Directors, examiners and committees as required
- To assist with statistical queries and requests
- To assist with the setup of formula in examination spreadsheets as required and to ensure spreadsheet headings meet regulatory requirements
- To assist with the production and dissemination of examiner score analysis into documents and the examiner management system

Examinations Visitors

- Process all application forms and emails for consultants wishing to visit examinations
- Confirm the arrangements for visitors with the Chair of the examination
- Allocate and invite visitors to specific dates and confirm schedules
- Ensure on-line availability is kept up to date and advise on visitor numbers
- Create badges and maintain a register to be signed by visitors on arrival
- To prepare survey monkey questionnaires in order to receive appropriate feedback
- Creation and maintenance of a 'feedback' spreadsheet to ensure exam chairs are provided with information as required
- Create CPD and other documentation and send to visitors as required

Administration for Safe Sedation for Non-Anaesthetists Courses

- Liaise with Events in regard to all examination requirements
- Maintain a question bank in Microsoft Word, produce MCQ papers as required
- Liaise with Events in regard to exam mark sheets and marking requirements

- Mark papers and despatch results to course organisers
- Liaise with course organisers on addressing any other matters that may be required

Examination Administration

- To create examiner packs for examiner elects when attending Council inauguration
- To upload examiner audit and appraisals records in the examiner management system
- To keep examiner drop-files up to date with audit and appraisal records
- To ensure examiner name plates are produced and replaced as required

Examinations General Operational Support

- To oversee the administration for the signing of Diploma Certificates
- Production of candidate badges and signing in sheets
- To assist with the collection and marking of SOE sheets as required
- To assist with the production of Final SOE question and artefact packs
- To prepare examinations committee papers as required by the Head of Examinations
- To assist with the checking of exam material and boxes for despatch
- To assist with the production and checking of all exam results as required
- To assist with ceremonial and other candidate and examiner requirements
- To act as invigilator and senior invigilator as required
- To set up all examinations floors and provide floor support as required
- Any other duties that may be reasonably required of you to ensure the smooth running of examinations

Examinations General Administration Support

- Maintenance of and data entry into the College database
- Shared responsibility for exams helpdesk and responding to correspondence via the generic email inbox
- Shared responsibility for candidate feedback and exam receipt requests
- General admin, letter despatching, file management and office duties as required
- To deal with all email and telephone queries as required
- To give assistance to other members of the team where workloads permit
- Any other duties that may be reasonably required of you to ensure the effective administrative support of the examinations

1.3 Qualifications, skills, knowledge and experience

- Previous administration experience in a higher education setting
- Highly numerate with a keen eye for detail
- Good skills in written English, ability to draft reports and correspondence in a clear way
- High level of experience in Microsoft office, advance knowledge of Excel (desirable but further training can be provided)
- Ability to quickly gain a firm understanding of new software packages and databases
- Excellent interpersonal and communication skills
- Ability to form good working relationships at all levels
- Ability to work methodically and accurately when under pressure
- A commitment to maintaining high customer care standards and organisational values

Desirable:

- Experience of handling large amounts of data
- Possesses enthusiasm to apply mathematical and statistical formula
- Knowledge of UK Postgraduate Medical Education
- Previous experience in the use of SPSS (training can be provided)

1.4 Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE:	EXPERT
COMPETENCY:	Empathy with the College and its business
DESCRIPTION:	Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
<ul style="list-style-type: none">• Applies knowledge of business to day-to-day activities• Understands team function and how it fits in overall College• Develops a team spirit• Applies a "can do" approach• Understands impact of own role on wider College functions (and vice versa)
Management
<ul style="list-style-type: none">• Applies their professional expertise to the College• Thinks commercially• Acts as a College ambassador• Delegates fully and effectively• Develops, motivates and engages teams and individuals• Plans resources effectively• Leads by example
Strategic Leadership
<ul style="list-style-type: none">• Champions key direction and strategy• Encourages and demonstrates entrepreneurialism and cross-College working• Encourages a high-performance culture• Understands impact of external changes on the College

VALUE:	INCLUSIVE
COMPETENCY:	Collaboration and Communication
DESCRIPTION:	Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
<ul style="list-style-type: none">• Is a team player, open to others' views• Adapts communication style to situation• Keeps others informed and updated• Willing to give and receive feedback• Listens and responds effectively• Values different perspectives
Management
<ul style="list-style-type: none">• Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard• Works with peers to influence effectively and consistently• Deals with conflict between individuals and teams• Works with partners to enhance the reputation of the College• Ensures transparency and credibility• Networks appropriately• Ensures and enables an inclusive culture

Strategic Leadership

- Articulates a shared vision
- Presents in an engaging manner
- Ensures conflict and risk is mitigated
- Champions diversity and values

VALUE: POSITIVE
COMPETENCY: Customer Focus
DESCRIPTION: Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery

- Answers phones in a timely way
- Understands customer needs, stresses and pressures
- Understands impact of own actions
- Manages own time
- Meets and exceeds targets
- Does what they say they'll do
- Makes recommendations for improvements

Management

- Future-proofs
- Builds relationships
- Equips others to deal with customers
- Sets targets, ensuring they are met
- Ensures customer is aware of relevant College services and products
- Uses knowledge and expertise to ensure customer satisfaction
- Plans for the future to improve services

Strategic Leadership

- Knows competitors
- Addresses external conflict
- Focusses on the long-term
- Is aware of changes and impact on others
- Overcomes barriers to improvement
- Manages risk

VALUE: FORWARD-THINKING
COMPETENCY: Conceptual Flexibility
DESCRIPTION: Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery

- Acknowledges success and failure and learns from them
- Works on own initiative and finds better ways of doing things
- Acknowledges problems and suggests solutions
- Remains open-minded
- Adjusts to changing needs
- Is aware of self and others
- Contributes and adds value to operational plans

Management

- Encourages others to find solutions
- Creates an open forum for innovation

- Implements operational plans and manages risks
- Realises when things are going wrong and fixes them
- Maintains personal credibility

Strategic Leadership

- Approaches issues with fluidity and flexibility
- Makes improvements at a corporate level
- Implements solutions at a strategic level
- Welcomes innovation from colleagues and empowers them
- Challenges the status quo

VALUE: AMBITIOUS
COMPETENCY: Shared Vision
DESCRIPTION: Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery

- Sets personal objectives which meet operational and strategic plans
- Adapts to changing priorities
- Analyses problems and resolves them
- Understands the impact of operational plans on own role
- Deals with colleagues fairly and consistently
- Keeps focused in the light of changing priorities
- Sets high personal standards

Management

- Puts operational plans into action
- Isn't afraid to make decisions
- Ensures right people, right time, right place
- Identifies new opportunities

Strategic Leadership

- Defines corporate vision and values
- Handles all matters with sensitivity
- Scans the horizon
- Develops strategy, taking into account all external drivers

Signature:

Name:

Date: