



Royal College of Anaesthetists

Exams Coordinator - Statistics

Directorate: Education, Training and Examinations

Reports to: Psychometric and Standard Setting Manager

Grade: 5

1.1 Job purpose

The purpose of this role is to provide expertise on all matters relating to examination data transfer and analysis, examination standard setting methods, and psychometric input to results data. Reporting to the Psychometrics and Standard Setting Manager, you will support the data management and production of results for all FRCA and faculty examination deliveries and create regular reports for each exam delivery. You will provide operational and administrative support to all areas of the examinations.

1.2 Key tasks and responsibilities

Data manipulation, analysis, statistics, standard setting and reporting

- To support all examinations committees, groups working parties and internal and external stakeholders in the provision of psychometric and data requirements for all examination deliveries
- To liaise with the Psychometric and Standard Setting Manager to ensure that all analysis produced meets regulatory requirements and best practice
- To provide support and appropriate analysis for examination standard setting, Angoff referencing and prize winner tracking
- To work with the exams administrator (statistics) in the production of statistical reports and other exam data requests as required
- To assist all staff with the management and creation of formula in spreadsheets and mail-merge documents
- To provide support to the Examinations Operations Manager in the provision of briefings relating to data analysis and standard setting
- To support the Psychometric and Standard Setting Manager in the development of all statistical reports
- To assist the Psychometric and Standard Setting Manager and Head of Examinations and designated project manager in the implementation and management of exam projects as directed
- To attend internal and external best practice meetings as required

Analysis and Spreadsheet management

- To create, maintain and produce Excel spreadsheets and charts for the statistical analysis of FRCA and Faculty examinations
- To ensure examination statistical data is presented in a straightforward and clear way
- To support the exams administrator statistics in the production of statistics reports and GMC data requirements
- To provide Deanery and School stats on request
- To produce examination statistics for Chair's reports and committee documents.
- To address statistical queries and requests

- To help advise on any major variations of exam statistical data to internal and external stakeholders
- To help advise FRCA examiners on the most appropriate methods for data analysis
- Responsible for setting up of formulae in all spreadsheets and mail-merge documents
- To assist clinical leads with research and data requirements as required
- To facilitate examiner and candidate surveys as requested

FRCA and faculty questions and examinations operational support

- To assist with the maintenance of the Primary and Final FRCA question banks
- Production of question artefacts and responsible for daily auto update of artefacts
- To liaise with Examiner Leads to ensure that question material is correct
- Check and provide question material and artefacts
- To oversee the setup, day-to-day maintenance, dismantling of examination floors
- To act as invigilator or floor lead for FRCA and faculty examinations as required
- To assist with ceremonial and other candidate and examiner requirements
- Any other duties that may be reasonably required of you to ensure the smooth running of all examinations

Examinations general administration support

- Maintenance and data entry into the College database
- Shared responsibility for exams helpdesk and generic email correspondence
- Shared responsibility for examiner feedback and exam receipt requests
- General administration, including filing and document management
- To deal with all email and telephone queries as required
- 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 experience in the management of data and statistical analysis
- A' level mathematics or equivalent qualification(s) or experience
- High level of experience in Microsoft office with advanced knowledge of Excel
- Ability to quickly gain a firm understanding of new software packages and databases
- Previous experience in the use of SPSS and other statistical software
- Highly numerate with a keen eye for detail
- Excellent skills in written English, ability to draft reports and correspondence in a clear and concise way
- Maintains confidentiality and the ability to deal with sensitive information with tact and discretion
- Knowledge of UK Postgraduate Medical Education
- Excellent interpersonal and communication skills
- A commitment to maintaining high customer care standards and organisational values
- Ability to form good working relationships at all levels
- Ability to work methodically and accurately when under pressure
- Ability to make informed decisions and troubleshoot
- Excellent time management
- Ability to identify areas for improvement and make recommendations for change
- Ability to work flexible hours

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.

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| 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 |

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| 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 |

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| 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. |

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| 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: