Job description

Job title: Assessment Administrator
Level: Manchester Level 5
Directorate: Registration and Revalidation
Section: Assessment Development
Location: Manchester
Reporting to: Assessment Officer

Job purpose

The purpose of the team is to assist in the development of the Professional and Linguistic Assessment Board exams, the tests of competence, assurance assessment and revalidation assessment.

The purpose of the Assessment Administrator is to lead or support other team members running events and assessments, building on the question and station banks and supporting the associates.

Main responsibilities

1. To lead and support running events, including helping to advertise and recruit volunteers and assessors, arranging rooms and catering, preparing material and assisting on the event day.

2. Assist and support the team with running assessments, building on the question and station banks.

3. Update stations/questions after pilots and live tests if relevant feedback is received from assessors/role players/statistical data.

4. Supporting our associates, the annual appraisal process and procurement and finance processes.

5. Prepare assessment materials, including, event folders, role player requirements lists, playouts & generations, exam instructions, mark sheet files, circuit reports and candidate lists.

6. Assist in the setting up of meeting rooms and where required, the examination circuit.

7. Provide a professional and friendly service to customers, GMC colleagues, suppliers and visitors, whilst maintaining a smart and professional appearance.
8. To maintain up to date electronic and manual records, chasing up information as required.

9. To support the team with other administrative tasks such as preparing written correspondence using established templates, completing catering requests, typing up question edits as instructed and administering appraisals for associates.

10. Refer exceptions and complaints to the Assessment Officer and the Assessment Manager for advice and management as appropriate.


12. Identify areas for continuous improvement in processes and procedures and, when appropriate, support the implementation and documentation of these improvements.

13. Such other reasonable and ad hoc duties as may be assigned from time to time. These may include ordering stationary, making travel bookings, taking minutes of meetings and other tasks as requested by the Assessment Manager and Assessment Officers.

14. Any other reasonable duties as may be assigned from time to time.

*June 2019*
Key skills

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Key skill 1 - technical knowledge and skills

a To have solid administration experience, ideally gained in a regulatory, government or not for profit environment.

b Ability to demonstrate or develop an understanding of exam or event principles and processes in order to support colleagues on the practicalities of running events and developing exam content.

c Organising and running events or large meetings (including arranging venues, IT systems, attendees).

d Effective use of IT systems. MSWord, MS Excel and Outlook are widely used.

e The ability to work within established policies and procedures to defined key performance indicators and service level agreements.

f To understand the importance of the Data Protection Act and the Equality Act and their relevance in the workplace.

Key skill 2 - communications skills

g The ability to establish credibility with customers, suppliers, doctors and colleagues across the GMC.
h Be able to identify the nature of queries, responding positively to the needs of others whilst working to agreed service standards.

i Strong written communication skills with excellent attention to detail.

j The ability and confidence to communicate effectively and empathically with a range of individuals e.g. doctors, examiners, senior staff and role players.

**Key skill 3 – interpersonal skills**

k The ability to work constructively as a member of a team and also on your own initiative.

l To write in clear and concise English when providing responses to inbound letters or emails, adapting templates where appropriate and producing letters and other documents, which are factually accurate.

m To demonstrate excellent customer service in all interactions with internal and external stakeholders.

**Key skill 4 – organisation skills**

n Excellent time keeping is essential with flexibility to work as demands change.

o Able to follow work schedules, escalating issues as required.

p Be able to manage your own time and a number of different tasks, under varying degree of pressure whilst maintaining a high degree of accuracy and attention to detail.

**Key skill 5 – innovation and problem solving skills**

q To be able to proactively suggest improvements to both individual and team processes and procedures.

r To demonstrate a basic level of analytical skills when processing activities and determining the appropriate decision or action.

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*June 2019*
Terms and conditions

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The following terms and conditions apply to this post.

Salary band
£22,414 to £28,161 with an exceptional maximum of £32,462. This is the salary band and the successful candidate will move through this band whilst in the role. We look to appoint successful candidates towards the bottom of the salary band.

Annual leave
25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

Pension
Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be eligible. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.

Other benefits
Private medical insurance with AXAPP. Health checks with BMI Health Services. Employee assistance programme with AXA ICAS. Cycle to work scheme. Childcare voucher scheme.

Hours of work
Current contracted hours are based on 35 hours per week, between 08.00 and 17.00 Monday to Friday.
Location

3 Hardman Square, Manchester. Overnight stays and travel to other locations around the UK will be required.