



POSITION DESCRIPTION – General Staff For levels 1 to 5

Position Title: Examinations Quality Officer

Level: Casual, Rate 3

Faculty/Division: Academic Registrar's Division

Department/Location: Examinations Team

Primary purpose of the position:

In one or two sentences, broadly describe the main purpose of the position (i.e, what is done and why)

This newly created position will oversee the quality of exam conditions and exam session delivery in accordance with established procedures and policies. The purpose of this role is to ensure client service principles are maintained among supervising staff, and that the integrity of exam supervision and conditions are consistently upheld.

Position Environment:

Describe the objectives of the Unit within the context of the University. Outline the contribution of this position to the Unit

Located within the Academic Registrar's Division, the Examinations Team is responsible for managing the operation of all formal exams and release of results for all onshore campuses across all sessions. The Examinations Team are committed to ensuring the integrity of examination conditions and policy compliance while providing excellent client service to students and key internal and external stakeholders. This position will support the goals of the Examinations Team during the exam period by providing direct written feedback on examination supervision performance, ensuring exam practices are carried out in a professional, effective and accurate manner.

Major Responsibilities:

State in order of importance the major responsibilities of the position. These should be in the major areas of the work performed. For each responsibility indicate the approximate percentage of time involved. Remember to include any important activities that may only be done at certain times of the year.

Tasks	Percentage of time	Office Use Only
1. Observe and provide written feedback on the implementation of supervision principles across exam venues	60%	
2. Ensure familiarity and compliance with examination rules and procedures	20%	20%
2. Provide feedback and coaching to staff in accordance with set procedures	10%	10%
5. Attend training and information sessions	10%	10%
6. Observe principles and practices of Equal Employment Opportunity	Ongoing	0%
7. Have OH&S responsibilities, accountabilities and authorities as outlined in the OHS Roles and Responsibilities Document	Ongoing	0%
8. Undertake any duties that are within the range of skills normally employed by an officer of this classification		

Reporting Relationships:

Position reports to: Examinations Manager, Academic Registrar's Division

The position supervises the following positions: Nil

Knowledge & Skills:

What knowledge and skills are essential for effective performance in the position.

Essential:

- Commitment to process improvement and quality principles
- Ability to provide constructive feedback
- Experience in a client facing environment
- Excellent written and verbal communication skills
- Ability to interact effectively and sensitively with all levels of University staff, students and the general public
- Ability to use initiative
- Demonstrated problem solving skills
- Experience in effectively communicating and interacting with individuals from a variety of cultural and non-English speaking background(s).
- Excellent organisational skills and the ability to meet tight deadlines
- Attention to detail

Education and Experience:

What education and experience are required for effective performance in the position?

Essential:

- Previous experience supervising in test conditions
- Knowledge of, and/or previous experience in the university sector

Desirable:

- Ability to assist a student by scribing and/or reading material during a formal examination

Personal Attributes:

Describe personal attributes that are required to effectively perform in this position.

- Commitment to training and continuous improvement
- Ability to work with minimal supervision and effectively as part of a team
- Commitment to the provision of quality customer service
- Ability to maintain confidentiality
- Ability to observe and comply with policies and procedures regarding formal examinations

Special Job Requirements:

Indicate special job requirements such as necessity to work unusual hours, OH&S requirements

- Ability to walk unaided up and down stairs in venues and carry exam papers to and from venues across the University grounds.
- Availability to work shifts between 8:00am and 10:00pm; a typical shift would be five hours in duration.
- Ability to walk and stand unaided for an extended duration

Organisational Chart:

Please attach an up to date organisational chart to this position description.

Approval:

Approval by Head of Unit: _____

Date: _____

Approved by Personnel: _____

Date: _____