

Post/Job Title:	SERVICE DELIVERY & EXAMINATIONS ADMINISTRATOR
Location:	GTA University Centre, St Peter Port House
Duration :	PERMANENT
Normal hours per week:	35 <i>(Some flexibility will be required in order to ensure that key projects and deadlines are met)</i>
Accountable to:	Service Delivery Manager

Job Purpose

The Service Delivery & Examinations Administrator will provide high quality administrative support to all the services provided by the GTA University Centre, ensuring that key stakeholders expectations are met whilst securing and enhancing the reputation of the GTA.

Personal Requirements

A hardworking, honest, dependable, adaptable and self-motivated person to work within the administration team who is willing to uphold the GTA ethos and support the aims and values of the GTA.

Duties and Responsibilities – Service Delivery (approx. 50%)

- To be a member of the administration team supporting the Programme Managers and the Service Delivery Manager
- To input and maintain accuracy of courses on the management information system and website
- To prepare course and study materials in conjunction with Programme Managers and course Tutors
- To take responsibility for course equipment requirements, distribution of course materials and necessary refreshments
- To undertake and take ownership of personal development and training programmes as appropriate
- To become an ambassador of the GTA values, to ensure that your work reflects those values
- To support reception and maintain at all times a friendly and professional service to visitors, clients and suppliers of the GTA.

Duties and Responsibilities – Examinations (approx. 50%)

- To provide administrative support and assistance to the Examinations Manager
- To liaise with Examination Boards in respect of scheduled examinations
- To undertake 3-monthly planning schedules in respect of exam delivery
- To liaise with invigilators to secure appropriate invigilation
- To book and set up examination rooms as required, making any special needs provision as necessary
- To prepare examination packs for invigilators and ensure their security
- To ensure that examination packs are available to invigilators either at the GTA or at examination locations; and arrange collection/ receipt as necessary and onward return to the Exam Boards
- To collate invigilator time sheets for payroll purposes.

Skills and Specifications

- Excellent communication skills both written and orally
- Excellent organisational skills
- Excellent time management skills
- MS Office proficient
- Ability to prioritise and work in a fast-paced environment
- Ability to work individually as well as part of a small team with minimal supervision
- Demonstrate ability to solve problems and suggest appropriate solutions
- Highly self-motivated with a desire to learn and develop.

Hours of work

- 35 hours per week; there will be some flexibility required due to work commitments

Holiday Entitlement

- 23 days per annum

Rate of Pay

- Upon application