



## Job Description

### Section 1 – Description

**Job Title:** Examinations Co-ordinator (PACES – Data, Communication and Development Support)

**Location:** Royal College of Physicians of Edinburgh (RCPE), 11 Queen Street, Edinburgh

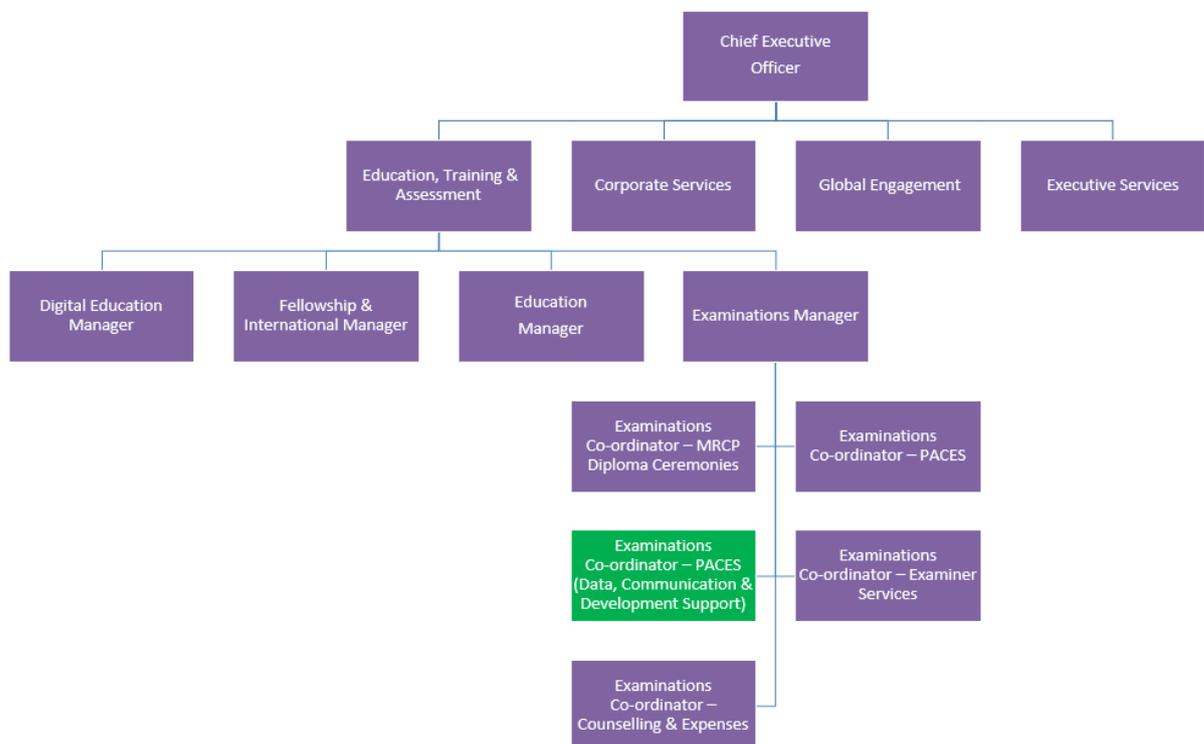
**Reports to:** Examinations Manager

**Date:** November 2022

### Section 2 – Job Purpose

To contribute to all operational aspects of delivery of MRCP (UK) PACES examinations and other College exams and related events. Responsible for supporting the examination manager and other members of the department at all stages of the UK PACES examination journey, from exam preparation through to on the day delivery support to supporting examiner services with the analysis of examiner data and promoting future examination support and development while providing a professional customer service at all times. Provide accurate administrative support for all PACES examinations and other relevant events held in the College as well as providing ad-hoc support to work streams as directed.

### Section 3 – Organisation Chart



## Section 4 – Dimensions

- Support departmental meetings with external host centre delivery teams as required.
- Assist in the promotion of targeted PACES examiner recruitment to support all UK PACES examination's delivered by the Edinburgh College in each examination diet. (*Targeted recruitment to meet the host centre delivery demand and location*).
- Support the examiner services co-ordinator in the analysis of examiner data records (400+). Including the tracking of Fair Assessment compliance.
- Contribute to cyclical analysis and reporting of examiner diversity data and analysis and reporting (*3 exam diets per year*) for the clinical examination board and feedback.
- Support the development and diversity of our examiner pool, training events, recruitment of new chairs, hosts and co-hosts for UK and international activity.
- Organise communication support links with UK PACES centre hosts and administration support teams (*averaging 15+ centres per exam diet*).
- Work closely with the examination departments in RCP London, Glasgow and MRCP (UK) central office.
- Update Standard Operation Procedures to meet the requirement of new processes and systems.

## Section 5 - Main Responsibilities and Role

### Specific Responsibilities

- Be fully active in the processing and running of UK PACES examinations.
- Manage the examination team shared email boxes and general enquiries.
- Support PACES candidate services, when required, in the production and distribution of accurate admission documents in a timely manner.
- Lead in the secure and timely preparation, distribution and tracking of PACES examination material between to college, host centres and MRCP (UK).
- Maintain and update accurate PACES centre records.
- Actively promote and recruit registrar support for the delivery of PACES in Edinburgh centres (CSAC), liaising with local trainees.
- Issue certificates of participation and communicate president letters to host centre teams and examiners each diet.
- Support the production and distribution of accurate and timely communications, letters and guidance as required for essential examiner and candidate updates.
- Support the preparation and delivery of PACES at CSAC.
- Assist, as required with the production and distribution of MRCP diploma certificates.
- Support in the set-up and delivery of college diploma ceremonies.
- Set up and maintain all UK PACES centres on Microsoft TEAMS for the sharing of PACES administration documents and forms.
- Provide practical support to all UK centres, and help to trouble shoot where necessary in the lead up to examination day delivery.
- Be able to respond quickly, diplomatically and efficiently to practical problems that arise during the full examination cycle process.
- Follow all aspects of the conduct of examinations to ensure processes run smoothly and conducted to the highest standards in accordance with the regulations.
- Assist with the checking and scanning of examination mark sheets, centre audit and feedback forms.
- Support the targeted recruitment, maintenance and tracking of examiner activity, compliance, diversity characteristics and fair assessment records for data analysis and reporting.
- Assist with any marketing and communication of examination engagement events supporting candidates and training examiners. Including the updating of examination pages on the college website.
- Support the examination manager in the planning and development for implementing changes to the examination delivery format.

### **Generic Responsibilities**

- Be continuously aware of essential security implications / restrictions when dealing with confidential examination documents.
- Ensure all examinations are administered in accordance with relevant procedures, regulations and guidelines. Ensure all examination processes and departmental operations are delivered efficiently and timely. This may periodically include 'off site' work.
- Maintain confidentiality in the handling of all personal and financial data records and enquires relating to candidates, examiners, invigilators in compliance with current Data Protection legislation.
- Contribute to departmental team meetings to share and identify best practice for everyday work, to ensure consistence and quality as achieved across all exam and other departmental processes.
- Maintain tracking systems to ensure all deadlines are met in accordance with MRCP (UK) and college set criteria.
- Gather and process information to assist in the preparation or examination reporting schedules.
- Assist the Head of Department and other members of the examination team to ensure all those who come into contact with the department gain maximum users satisfaction and receive the highest level of customer service experience.
- Contribute to all aspects of examination and related events for which the department is responsible.
- Assist other members of the team with the processing of applications and correspondence for the examinations and events, if required, and liaise with the appropriate member of the department if necessary.
- Maintain SOPs in relation to specific responsibilities and audit SOPs in relation to other department tasks.
- Any other duties as reasonably expected and which are commensurate with the level for this post.

### **Section 6 – Planning and Organising**

- In discussion with the examination manager and examiner services co-ordinator the post-holder will be largely responsible for forward planning their own workload for supporting the planning and preparation for the delivery of PACES examinations and post examination recording, reporting and other relevant events.
- Planning and organising is undertaken in accordance with the annual cycle of examination activity, in part this is self-directed and in part initiated via examiners, candidates, examination manager, examination registrar and colleagues. Within this cycle, work is planned within the period of the examination diet time frame.
- The post holder must disseminate information to examiners, host centres, candidates and invigilators in a timely manner to enable them to plan accordingly.
- Be able to work independently, and respond in a manner to reprioritise workload to address unforeseen issues requiring urgent attention within tight time constraints.
- Demonstrate a capability to multi-task within your own area of responsibility and in support of the examination workload tasks and administrators as required.

### **Section 7 – Decision Making**

- Responsible for day-to-day organisation of workload and determining own priorities alongside the requirements of the other members of the team.
- Respond to enquiries from examiners, candidates and colleague and identify the best source of information and advice available when enquiries need to be referred.
- Make decisions on examinations and other and other related applications in line with the agreed protocol.

- The post holder must have the ability to make 'on the spot' decisions whilst responsible for the conduct of all examinations in external venues.
- Decide which actions are required for email, telephone and in person enquires and direct, if necessary. To the most appropriate colleague and / or department within the college of MRCP (UK) department outside the Edinburgh College.
- Identify potential improvements which could be made to departmental processes.

## **Section 8 – Internal and External Relationships**

### **Internal**

- Head of Department
- Examination Manager
- Examination registrar and Assistant Registrars
- College Staff
- Fellows and Members

### **External**

- Examiners and office bearers
- Candidates
- Venues
- Hospital Trusts
- Other Royal Colleges
- MRCP(UK) Federation
- Transport / hotel agency and Couriers

## **Section 9 – Person Specification: Knowledge, Experience, Skills and Style Required**

### **Essential**

- Good IT (*including: MS Office software*) and digital skills.
- Demonstrable experience of providing administrative support with good organisational skills.
- Good verbal and written communication skills, with excellent attention to detail.
- Accurate data entry and attention to detail in maintaining records.
- Ability to multi-task and manage potentially conflicting priorities, while remaining calm under pressure.
- Confidence to work on own initiative.
- Self-starter and highly motivated.
- Excellent team player, with the confidence to share experience and knowledge with colleagues.
- Confidence on dealing with a range of people and organisations.
- Exceptional people skills with a dedication to ensure a professional level of customer service.
- Positive 'can do' attitude and ability to accommodate change.
- Ability to identify own training needs to conduct self-directed learning and upskilling.

### **Desirable**

- Experience of postgraduate of professional examinations would be helpful, but not essential.

## **Section 10 – Job Context and Special Features**

The college requires an individual who can work at pace, within a small team, which is dependent on deadlines being achieved. It is vital that all members of the department demonstrate good team work, sharing of good practice and are multi-skilled to be able to cover for all other members of staff. Workload is in accordance with the demands of PACES examinations and related events. Work is cyclical and extremely busy during examination periods, hence the ability to be flexible regarding hours of work. Normal hours will be between 9am to 5pm Monday to Friday, but early start and later evenings will be required on examination and related event days. A system of TOIL is in place to

accommodate this. This ability to work under pressure is essential, as well as the requirement to support the work of another administrator on an ad-hoc basis as directed by the examinations manager.

This role supports essential business for the College and a key opportunity to demonstrate the value of RCPE membership to trainee doctors.