

<b>Role Title</b>	Assessment Coordinator
<b>Business Unit</b>	City & Guilds UK
<b>Reports to</b>	Qualification Assessment and Development Manager
<b>Full / Part Time</b>	Full Time
<b>Grade</b>	D3
<b>Location</b>	London
<b>Created/Updated by</b>	Nicole Duffett (QADM)
<b>Created/Updated on</b>	July 17

*Everything we do contributes to achieving our purpose:  
Helping people, organisations and economies develop their skills for growth. This  
purpose drives everything we do.*

### Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do. To be successful in your role here at the City & Guilds Group, it is important that your values align with ours.

### Your mission

To manage the maintenance of assessments and contribute to the development of assessments that meet the requirements of customers, internal and external stakeholders and the regulatory bodies, as required, in order to support the business

### What you'll be doing

#### Assessment Maintenance/Development

To maintain, develop and deliver assessments to agreed quality and targets, to meet internal and external requirements.

#### Assessment advice

To provide advice and guidance to internal and external contacts on assessment to meet business requirements.

#### Continuous improvement and maintenance of standards

Contribute to the continuous improvement of assessment development processes and practice

#### Data and business information

To provide business information for the production of plans for assigned responsibility area.

### How success will be measured

#### Assessment Maintenance/Development

- Full range of assessment materials and documentation produced on schedule, to agreed quality standards, customer needs and to KPIs
- Standards moderation meetings co-ordinated, facilitated and managed efficiently to meet agreed quality and timescale targets
- Results determination and issue process completed accurately to KPIs and quality standards
- Manage teams of Subject Matter Experts to deliver assessment production, maintenance and marking requirements.
- Appeals, malpractice, Access Arrangements and special considerations processed in line with policy, process and customer charter
- Examiner reports produced to include analysis of assessment performance and examiner comments as required
- Contribute to query, error and incident resolution around assessment as required and inform improvements to processes and systems

#### Assessment advice

- Reliable guidance and advice on best practice for assessment provided to internal and external contacts
- Effective training for Subject Matter Experts carried out
- Enquiries about specific assessments responded to in line with customer charter
- Contribute to development of City & Guilds policies relating to own areas of responsibility and their practical implementation

#### Continuous improvement and maintenance of standards

- Quality assure and continuously improve assessment materials
- Quality and performance of assigned assessments is monitored and information on improvements/changes is provided
- Ensure currency of assessment knowledge, processes, systems and best practice
- Develop and maintain effective working relationships with key stakeholders (including customers, Assessment Practice Team, Operations)

#### Data and business information

- Produce, monitor and report on annual assessment maintenance plans and contribute to assessment development plans
- Performance of Subject Matter Experts for assigned products is monitored effectively and information for improvements/changes to assessment and/or assessment processes is provided
- Plan, authorise, monitor and report on expenditure according to delegated authority to ensure budgets are managed effectively
- Keep appropriate internal systems up to date
- Established and ad hoc management information reports produced accurately and to schedule and distributed as appropriate

## What we're looking for

### We can't live without...

- Experience in administration
- Working to deadlines and without supervision
- Proficient IT skills with Intermediate MS Word
- Excellent verbal and written communication
- Good numeracy and presentation skills
- High level of accuracy in document production with proof reading skills
- Planning & organisational skills

### We would love you to have...

- Knowledge / experience of assessment and/or education or training
- Experience of managing meetings for groups of people
- Understanding of current developments in education, training and assessment
- The ability to work as part of a team made up of internal and external colleagues

## Natural Preferences

### Confident (Leadership)

- Motivated to get things done and make them better
- Pro-active in taking on what needs to be done and using their initiative
- Courage to act on self-belief
- Passionate in the way they appear to clients, suppliers and colleagues
- Confident in themselves and the organization
- ... but not annoyingly pushy in how they work with colleagues

### Curious (Imagination)

- A creative problem solver who brings new ideas and finds new ways of overcoming obstacles
- An open mind that feeds their curiosity
- Keen to learn
- Sparks of innovation that challenge the status quo
- ... but not afraid to roll up their sleeves and do it the same way as last time if that is what is needed

### Collaborative (Integrity)

- A team player who enjoys being part of the team, supporting and leading as needed
- Shares knowledge and expertise
- A relationship builder who doesn't take all the credit for the team's success
- ... but will get their head down on their own when they need to

### Compassionate (Integrity)

- Thoughtful, compassionate and human in their dealings with people
- Self-aware and aware of their impact on others - emotional intelligence
- Enjoys a sense of humour and knows when to use it
- ... but not afraid to say "no" and explain why

### Resilient (Leadership)

- Copes well with change and ambiguity
- Confident in the face of push back and challenge from others
- Doesn't lose sight of delivering to high standards even when under pressure
- ... but wants to know the organisation is on their side

### Trusted (Integrity)

- Goes the extra mile for internal and external customers
- Connects to our purpose
- Delivers great work
- Takes ownership and accountability
- Works in an ethical way
- Is authentic
- There's no "but"!

## Your career with the City & Guilds Group

The Assessment Coordinator role provides opportunities to progress both within the Qualification and Assessment Development Team (QAD) and more widely across City & Guilds. Expertise in assessment development supports progression into a Qualification and Assessment Development Manager role within the QAD team. Project coordination, critical thinking and problem solving skills developed will allow for wider movement across the Industry and Product team and other roles within the City & Guilds group.