

**Title:** Assessment Centre Moderator

**Responsible to:** Marketing and Admissions Manager

**Reporting to:** Student Recruitment Team Leader

**Grade:** 3

**Contract Status:** Permanent

**Hours of work:** 14 hours per week over 3 days

**Date:** October 2017

**Role Summary:**

- To work as part of the College admissions team assisting students with the assessment process for learning basic skills.
- To ensure that outstanding customer service is delivered ensuring that all applicants are greeted and kept informed of the structure of their assessment and interview.
- To support the interviewer by processing the outcome of the assessments.
- To support the Marketing and Admissions team with other administration duties

**Key Responsibilities:**

- Meet and greet interviewees ensuring they are fully informed of the assessment process they are to undertake and that they receive an outstanding customer service
- Set interviewees up on the assessment system using a web based application
- Monitor all assessments taking place in the assessment centre, offering support to applicants if required
- Support the staff member conducting interviews by collating results from assessments and presenting to them
- Update the interview paperwork with the outcome of the assessments
- Update the student records system with the outcome of the assessments/interviews

- Cover general administrative tasks within Marketing and Admissions to support the function of the team.
- Cover the work of other colleagues within Marketing and Admissions and occasionally curriculum areas where necessary and take on the coordination of small projects in order to broaden personal experience
- Keep up-to-date with developments in the College curriculum and progression opportunities, and in the wider world of education, in order to ensure that information is timely and accurate
- Contribute to the development and implementation of the department quality improvement plan
- Present the college in the best light at all times and ensure that all areas of personal activity comply with standards laid down by the college and relevant outside agencies
- Undertake professional development and training to contribute to individual and College development as agreed through the College Performance Appraisal Scheme process
- Carry out all duties with due regard to Health and Safety Regulations.
- Ensure compliance with the Financial Regulations of the College.
- Positively promote equality of opportunity for staff and students
- Carry out other duties as may reasonably be required from time to time

This job description is intended to provide a general guide to the duties and responsibilities of the post and aims to set this in the context of the framework within, which the post holder is expected to operate.

This job description should not be viewed as a legal document not a set of conditions of service and it can be received at any time in light of the needs of City College.

Any amendments to the job description will be discussed with the line manager and post holder and subsequently confirmed in writing.

This job description is correct at October 2017. It will be updated in consultation with the post holder as circumstances change.

**PERSON SPECIFICATION: Assessment Centre Moderator**

	Essential	Desirable	How Assessed
<b>Education, Qualification and Training</b>			
GCSE A*-C English and Maths	X		Application and Certificates
Educated to at least Level 3	X		Application and Certificates
<b>Experience</b>			
Experience of a customer service role	X		Application and Interview
Experience of a busy customer facing working environment and task management	X		Application and Interview
Experience in an education or training role		X	Application and Interview
Experience of coordinating multiple administrative tasks	X		Application and Interview
<b>Knowledge and awareness</b>			
Understanding of College values	X		Application and Interview
Understanding of data protection	X		Application and Interview
<b>Skills</b>			
Ability to communicate with external stakeholders and customers with conviction and clarity	X		Application and Interview
Ability to work in an environment of change, contributing and adapting to new ways of working	X		Application and Interview
Creative problem solving ability	X		Application and Interview
Ability to take ownership of issues and problems and work to find an appropriate solution	X		Application and Interview
Ability to work as part of a team	X		Application and Interview
<b>Attitudes and Attributes</b>			
Passionate about educational achievement	X		Interview
Demonstrates a 'can do' attitude and a commitment to outstanding service	X		Interview
Organised and thorough in approach to work tasks	X		Interview