

# JOB DESCRIPTION

<b>Vacancy reference:</b>	JTR00191
<b>Post Title:</b>	Senior Invigilator
<b>School/Department:</b>	Examinations Team, Examination & Graduation Office, Student Services
<b>Reports to:</b>	Examinations Manager (Operations)
<b>Responsible for:</b>	A team of seasonal Invigilators (General Invigilators and Special Venue Invigilators)

## Purpose

The post holder is responsible for day to day provision of professional high-level invigilation services for examination sittings. The University of Reading (UoR) Examinations Team organises over 50,000 candidate sittings per year for approximately 12,000 undergraduate and taught postgraduate students. During the main examinations period (April to June) examinations are held in multiple exam venues across the University's Whiteknights and London Road campuses. These range from large exam venues which can seat several hundred candidates to smaller venues, as well as special venues and individual rooms for students with special assessment arrangements due to specific learning difficulties, disability or ill-health. A team of around 200 invigilators is required to run the main examination period, overseen on a day to day basis by a smaller team of Senior Invigilators.

The role of the Senior Invigilator therefore includes the setting up of examination centres, day to day operational management of the exam centre/individual rooms during examination periods, and the day to day direction and management of a team of seasonal invigilators (who are usually either University of Reading PhD students or non-students recruited from outside the University). At all times the role of the senior invigilator is to ensure that the examination timetable runs smoothly and that the UoR's examination procedures are strictly adhered and across all venues. Professional and courteous service to students, academic colleagues, fellow invigilators and professional service colleagues is a fundamental expectation of the role.

## Main duties and responsibilities

- As required, to set up (and take down) the main examination venues at the start and end of the examination period.
- As required, deliver training to seasonal/less experienced Invigilators.
- Manage the day to day operations of the examination centres and smaller venues to ensure that examinations are conducted professionally and in accordance with UoR assessment protocols, ensuring that examination procedures are strictly adhered to at all times.
- Manage the day to day operations of examination arrangements for students with disabilities and other special requirements.
- Operationally manage a team of seasonal invigilators (PhD students, non-students, experienced invigilators and first time invigilators) so that they are clear as to their roles and responsibilities.
- To communicate with academic colleagues and Schools in relation to errors on the exam paper/incidents during the examination.

- To ensure candidates (and other invigilators for whom you are responsible) receive appropriate care in accordance with procedures outlined in the Invigilator Handbook should they become physically or mentally unwell during the examination process and to act as the primary First Aider in your examination venue/centre (training provided).
- Undertake, in conjunction with your invigilation team and colleagues in the Examinations team initial investigation of allegations of academic misconduct (i.e. cheating) in examination centres, as appropriate.
- To ensure all examination question papers, blank answer booklets and candidate scripts are kept secure and processed in accordance with UoR procedures at the beginning and end of the examination session.
- To ensure adherence to UoR policies (referenced in the Invigilator Handbook) including maintaining an awareness and observation of Fire, Health & Safety and Security regulations across the venue for which you are responsible.
- To escalate/communicate issues when necessary (for example incidents occurring during the examination session) to the Examinations Manager (Operations) and/or the Examinations Manager (Special Arrangements) promptly so that where appropriate they can be managed (e.g. building work noise).
- To set a positive example of commitment to equal opportunity and professional behaviour in the execution of all duties. You are therefore expected to work collaboratively and professionally with other invigilators, students and academic and professional service colleagues with whom you come into contact.

The invigilator requirements above reflect the present requirements for the role. Such requirements however cannot be exhaustive and so the invigilator will carry out any other duties within the scope, spirit and purpose of the role as requested by the Examinations Manager (Operations), Examinations Manager (Special Arrangements), Head of Examinations & Graduation and the Director of T&L Operations and Advice.

### **Supervision given**

Day to day operational management of teams of seasonal invigilators (who are usually either University of Reading PhD students or non-students recruited externally from the University).

### **Contact**

The post holder will work closely with a varied team of Invigilators, the Examination Manager (Operations), the Examination Manager (Special Arrangements) and other exam team members. Student contact is central to the role and they are also likely to come into contact with other T&L Operational teams such as the Student Service Reception team (which has an involvement in Complex arrangements) and UoR academic staff.

### **Terms and conditions**

- Hours of work are specified in accordance with the annual Examinations rota produced by the Examinations Manager (Operations) and the Examinations Manager (Special Arrangements) as appropriate.
- UoR examinations vary in length from 1 hour to 3 hours, so finishing times will vary accordingly. Most examinations are completed by 6pm although on some occasions it may be necessary to work beyond this particularly where the examination involves special arrangements. Senior invigilators will be required to be on duty until all scripts have been collected and managed.
- Invigilators engaged for the whole day will have lunchtime breaks.
- UoR examinations are usually held on a Monday – Friday. A small number of exams are held on a Saturday. No examinations are held on a Sunday or Bank Holiday. Most examinations are completed by 6pm, although in some instances working beyond this time may be necessary.

- Examination venues are on the London Road and the Whiteknights campuses. Both campuses have car parks and both are accessible by public transport. Parking permits if needed are provided.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed:** 16 January 2019, Director T&L Operations and Advice and Examinations Manager (Operations).

# PERSON SPECIFICATION

Job Title		School/Department
Senior Invigilator		Examinations Team, Student Services
Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Excellent organisation skills</li> <li>• Excellent communication skills and a good level of literacy</li> <li>• Excellent time-keeping skills</li> <li>• Excellent people management skills both in a dynamic operational environment and in a situational context</li> <li>• Ability to remain vigilant for long periods of time</li> <li>• Good report writing skills</li> </ul>	
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• Abilities commensurate with a good standard of general education including proficiency in English</li> </ul>	<ul style="list-style-type: none"> <li>• Current First Aid qualification</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of assessment/examination processes in a higher education or other context</li> <li>• Knowledge of what constitutes good service in relation to examination venue operations and invigilation</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of disability-related issues in higher education and assessment practices to accommodate</li> <li>• Knowledge and understanding of current issues affecting students in higher education</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of proactively managing diverse teams of staff in an operational context</li> <li>• Demonstrable experience of compliance with policy and processes where non-compliance would have significant implications</li> <li>• Demonstrable experience of handling confidential information and ensuring appropriate audit trails</li> <li>• Demonstrable experience of handling challenging and emotive situations</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of examination invigilation in a higher education, college, school or equivalent context</li> <li>• Experience of working with students or equivalent requiring additional support including in an assessment</li> </ul>

		<p>context</p> <ul style="list-style-type: none"> <li>• Customer service experience</li> <li>• Experience of working with transgender students</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Commitment to collaborative working and the ability to work with colleagues across the institution at all levels, including senior staff, academic colleagues, first time invigilators and professional service colleagues</li> <li>• Calm and professional under pressure with a service-led focus</li> <li>• Strong focus on attention to detail and high quality output</li> <li>• Ability to maintain confidentiality</li> </ul>	