



POSITION DESCRIPTION

Position Title:	Exam Centre Officer
Classification:	HEW 2.1
Establishment No.:	N/A
Reporting to title & establishment / position No.:	Employer (External Agency)
School/Office:	Assessment and Graduation Unit/Student Progression
Division:	Student Experience Office/Pro-Vice Chancellor Students/People and Advancement
Employment Type:	Contract Position FTE: N/A

Context:

Western Sydney University is a major urban university spread over six campuses in Greater Western Sydney, a region of great opportunity, diversity, challenge and growth. The University has a strong connection to Greater Western Sydney, working with its communities and businesses to contribute to the region's growth. The University is culturally diverse, with 2,500 staff and 40,000 students drawn from Australia and around the world.

The University strategic plan, *Securing Success: 2015-2020 Strategic Plan*, articulates the University's values and commitments of being:

- 1) A Distinctively Student-Centred University;
- 2) A Research-Led University with Regional, National and Global Impact;
- 3) A Unique Learning Experience that is Innovative, Flexible and Responsive;
- 4) An Expanding International Reach and Reputation;
- 5) A Leading Advocate and Champion for the Greater Western Sydney Region and its People;
- 6) A Dynamic and Innovative Culture that Secures Success.

The Student Experience Office is responsible for the effective and efficient management of all student and academic administration matters and relevant support systems. The Student Experience Office provides services and support to the University's internal and external clients through work teams in the areas of:

- Student Progression, including Assessment and Graduation; Student Enquiry and Information Services
- Admission and Enrolment, including Fees and Student Finance
- Student Systems and Records, including Courses and Timetabling.

The Assessment and Graduation Unit is responsible for the maintenance and management of all assessment, progression and graduation related functions for the University and The College including exam timetabling; logistical management of all associated exam processes; results processing; management of progression processes; and coordination of graduation processes.

The University's *Securing Success 2015 – 2020* strategic plan places students and 'the primacy of the student experience' at the core of the University's vision in order to be a distinctively student-centred university. Central to achieving the University's student-centred approach is to align academic and personal support at all stages of the Student Lifecycle.



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Position Purpose:

The Exam Centre Officer (ECO) is a member of the Exam Centre Team, and is responsible for the coordination and running of exams on the designated campus as directed by the Exam Centre Team Leader (ECTL) and Assessment Team in accordance with University exam policies and procedures.

The role requires leadership and organisation skills in order to direct and support Supervisors In Charge (SIC) and Assistant Supervisors (AS). The role requires organisation of exam centre activities which includes processing of administrative documents, ensuring exams are run to schedule, and processing of misconduct reports as required under the direction of the Exam Centre Team Leader. Management of supervisors and liaison with stakeholders such as academics and school administration is required.

The ECO must always act in a professional and courteous manner and provide hands-on training to SICs when required. All ECOs should be experienced and up-to-date with exam supervision and maintain a thorough understanding of the current exam supervisor manual and exam policies and procedures.

Major Responsibilities	Accountabilities
1. Maintain knowledge of University exam procedures.	1. Complete any required training or tests, be familiar with the contents of the University exam supervisor and exam centre officer manual, and bring the current manuals to each exam session.
2. Follow University exam procedures, policies and reasonable directions by the Exam Centre Team Leader and Assessment Team.	2. Exams are conducted according to exam procedures and any reasonable directions of authorised exam staff.
3. Assist in the setup of the exam centre at start of each exam period, verifying that all exam papers are received and securely stored.	3. All exam material is accounted for and securely stored at all times, and any issues are addressed or reported promptly.
4. Assist in the set-up of exam papers and supervisor materials in an efficient manner ready for next exam.	4. Exam papers and supervisors materials are prepared for each upcoming exam in a timely and accurate manner.
5. Monitor and track all room access cards and keys reporting any issues to the Campus Security office.	5. All room access cards are accounted for and returned to Security.
6. Organise the filing of exam papers and other documents.	6. Exam papers and other documents are filed logically and consistently.
7. Liaise with school administrative and academic staff for the collection of exam papers.	7. Exam papers are collected and all forms are correctly completed and accounted for.



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<p>8. Report all incidents to the ECTL and Assessment Team, including student misconduct and supervisor issues.</p> <p>9. Manage daily email correspondence as directed and according to instructions contained in the ECO manual.</p> <p>10. Ensure all exam supervisors follow exam procedures and policies.</p> <p>11. Assist in the overall management of exams and address more complex issues and incidents.</p> <p>12. Assist in closing down the exam centre office at the end of the exam session.</p> <p>13. Contribute to the ongoing improvement of exam supervision and management</p>	<p>8. Incidents are reported within required timeframes and contain all the information required on the form.</p> <p>9. Email correspondence is appropriately actioned on a daily basis</p> <p>10. Updates to exam procedures are communicated, and irregularities are promptly addressed</p> <p>11. Exam venues and conditions are maintained, and more complex issues are managed appropriately.</p> <p>12. All reporting and stock accounting is completed at the end of the exam period.</p> <p>13. Provide feedback to the ECTL or Assessment Team on the performance of exam supervisors, and suggested improvements to processes.</p>
<p>Work Health & Safety Requirements</p>	<p>All exam centre officers are required to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health & safety • Take reasonable care for the health and safety of others including the implementation of risk control measures within their control • Comply with all reasonable instructions by the University • Participate in activities and programs designed to improve health and safety • Report potential hazards and incidents in the workplace • Notify their supervisor of any injuries or illness that occurs in their workplace • Complete an online Work Health Safety test prior to commencing work
<p>University Expectations</p>	<p>All exam centre officers are expected to:</p> <ul style="list-style-type: none"> • Contribute to the efficient and effective functioning of exams. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed; • Identify any potential conflicts of interest as soon as they are apparent;



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	<ul style="list-style-type: none"> • Maintain the confidentiality and security of exam materials; • Meet a reasonable standard of personal presentation and hygiene in line with the professional University environment, and comply with any dress code. • Read, understand and comply with relevant University policies and procedures; • Complete all mandatory training such as WHS, on line and/or face-to-face training prior to commencing duties. • Demonstrate understanding of the principles of anti-discrimination, staff and student equity, work health and safety and other relevant legislation, and show the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies and programs.
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Key Relationships to Position	Purpose of Relationship
<p>Internal (<i>within</i> Western Sydney University): Assessment & Graduation Unit</p> <p>Other University staff – e.g. Academics, School administration staff, Security etc.</p>	<p>Receive some direction, advice and assistance in regard to overall responsibilities and day-to-day work as required.</p> <p>Work cooperatively with university staff to maintain exam conditions and comply with reasonable requests or directions.</p>
<p>External (<i>outside</i> Western Sydney University): Contracted Exam Centre Team Leaders</p> <p>Contracted Exam Supervisors</p> <p>Assign Recruitment</p>	<p>Receive direction, advice and assistance in regard to overall responsibilities and day-to-day work as required.</p> <p>Give direction and support in all exam supervision matters.</p> <p>Promptly notify of any absence or lateness, respond to requests for information, communicate appropriately regarding rosters and availability</p>

<p>Key Challenges of the Position:</p> <ul style="list-style-type: none"> • Help ensure the smooth running of exams in a high volume work environment, including exam centre setup and management of exam processes throughout the scheduled exam periods. • Assist with the supervision, training and management of a large contracted workforce of exam supervisors with a range of backgrounds and experience. • Assist with the organisation and maintenance of a secure environment in relation to exam papers.
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- Ensure current exam policies and procedures are communicated clearly and adhered to at all times.
- Remain calm and show leadership when dealing with stressful or unexpected situations.
- Provide professional high level customer service to students and staff, and ensure accurate, open and timely communication with the Assessment Team and other exam stakeholders.
- Actively problem solve incidents during exam sessions, using discretion and judgement in referring more complex cases to the ECTL or Assessment Team.
- Work under pressure unsupervised and effectively prioritise workload to ensure all deadlines are met.
- Demonstrate high levels of discretion and integrity and maintain the security and confidentiality of exam materials at all times.
- Physical fitness and mental alertness to ensure consistent provision of exam coordination.
- Proven flexibility and adaptability to an ever-changing, complex service environment
- Computer literacy skills including basic understanding of Microsoft Word, Excel, and the ability to send/receive emails, and complete online forms.

Delegations Exercised	Recommendations Expected
This position does not have formal delegations.	The position is expected to provide feedback to the Assessment Team regarding the continuous improvement of exams offered to Western Sydney University students.

Mandatory Training Requirements:

- Work Health and Safety Training
- Any online or face-to-face training or tests provided by the University or employer, as required

Selection Criteria:

1. Demonstrated organisational skills and the ability to work in a high volume client services environment and meet deadlines by organising, monitoring and collaboration with others.
2. Demonstrated competency in computer literacy, with the ability to use standard computer desktop software, attend to email correspondence and print and manage electronic documents.
3. Demonstrated capacity to understand and implement policies and procedures ensuring those under your supervision also adhere to those policies and procedures.
4. Well-developed interpersonal, written and oral communication skills including the ability to liaise with other staff providing leadership in unexpected and difficult situations.
5. Demonstrated ability to work independently and as part of a team remaining customer focused and provide support and training to other staff.



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6. Ability to work under pressure and work un-supervised.

Position description approved by:

Date position description last reviewed:

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