

Role and person profile

Post title:	Assessment Production Coordinator	Location:	Guildford/Harrogate/Manchester
Division:	Qualifications and Markets	Department:	Product Fulfilment
Responsible to:	Assessment Production Team Manager	Responsible for:	No line management responsibility
Scale:	3	Performer	Core Competency L1
Post no:	3548, 3549, 3550, 3551, 3552, 3553, 3554, 3555, 3556, 3557, 3558, 3559, 3560, 3561, 3562, 3563, 3564, 3565, 3566, 3567, 3568, 3569, 3570, 3571, 4212, 4213, 4214, 4215, 4216, 4217		

Role Purpose

Responsible for ensuring assessment materials are accurately typeset and appropriate quality checks are completed to provide high quality, error-free outputs on time, thereby delivering excellent customer service and operational excellence.

Accountabilities

Role specific:

1. Produce error-free, fit for purpose assessment materials (including standard and modified question papers) to the appropriate quality, on time and in accordance with the process using the templates and guidance provided.
2. Responsible for the correct application of formatting and for ensuring that house style is applied consistently across all assessment materials.
3. Use Microsoft Word, ContentProducer and ItemBank effectively to produce high quality assessment materials throughout the process
4. Work collaboratively, engage and communicate effectively with colleagues across Assessment Production and the wider business to ensure timely production of assessment materials.
5. Resolve or escalate issues and risks to the delivery of error-free, fit for purpose assessment materials.
6. Contribute to the Assessment Production Team's successful performance by sharing best practice and ideas for ensuring processes and ways of working are as effective and efficient as possible.
7. Manage complex administrative tasks with conflicting priorities and deadlines, whilst maintaining a high degree of personal responsibility, judgement and initiative with little close supervision.
8. Maintain accurate records of progress to allow for effective reporting at team level.

9. Ensure, as appropriate, the confidentiality, integrity and availability of information being held, accessed or processed within the remit of the post.

General accountabilities

1. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
2. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.
3. To utilise the available range of digital tools for communication, content creation and information processing in order to work effectively and efficiently. To maintain digital skills to meet business need.

Person profile

Behaviours – holding the Customer at the heart of all we do <i>[the role holder will be able to demonstrate the mindset that drives the following behaviours]</i>	Assessment
Collaborative: works with others to achieve the organisation and team vision, contributing expertise and developing self and others to achieve excellence	A/I/P
Innovative: challenges self and others to create solutions and strives for improved ways of working	A/I/P
Empowered: understands individual part to play in achieving success; takes ownership and accepts accountability	A/I/P
Positive: takes a flexible, forward looking, solutions focused approach	A/I/P
Ambitious: Consistently aiming high and delivering for our customers	A/I/P
Knowledge and Skills <i>[the role holder will be able to demonstrate the following role/subject specific knowledge and skills]</i>	
Broad understanding of the educational and business context within which AQA works	A
Excellent communication skills, both written and verbal	A/I/P/T
Understanding of process-type activities	A/I
Excellent organisation and planning skills	A/I/P
Excellent attention to detail and accuracy	A/I/P/T
Ability to work with conflicting priorities and to deadlines	A/I/P
Ability to use new technology and techniques to enhance quality and to share these with others as best practice	A/I/P
Ability to produce high quality, error free, technically demanding work under time pressure	A/I/P
Excellent knowledge of Microsoft Word to produce high quality materials with a good knowledge of other Microsoft Office applications	A/I/P/T
Good knowledge of ContentProducer and ItemBank or alternative content management system	A/I/P
A good grasp of written English, including grammar and punctuation	A/I/P/T
Ability to use personal judgement to resolve problems and adapt to change	A/I/P
Build positive and proactive relationships with others	A/I/P
Core Competencies <i>[the role holder will be able to demonstrate proficiency in the following core competencies]</i>	

<i>to a level appropriate to the role – the three competency levels are defined in the Q&M competency framework]</i>	
Customer service	L1
Developing and managing self	L1
Leadership	L1
Planning and organising	L2
Change management	L1
Effective communication	L1
Problem solving	L2
Commercial focus	L1
Qualifications and Experience	
<i>[the role holder will have the following qualifications and experience required for the role, including any regulatory or compliance requirements]</i>	
Significant experience in the use of Microsoft Word for a range of purposes	A/I
Working with minimum supervision and using initiative	A/I
Working in an office environment	A
Working with accurate attention to detail	A/I
AQA's Behaviour Framework which is assessed through the selection/probation process	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is essential to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation