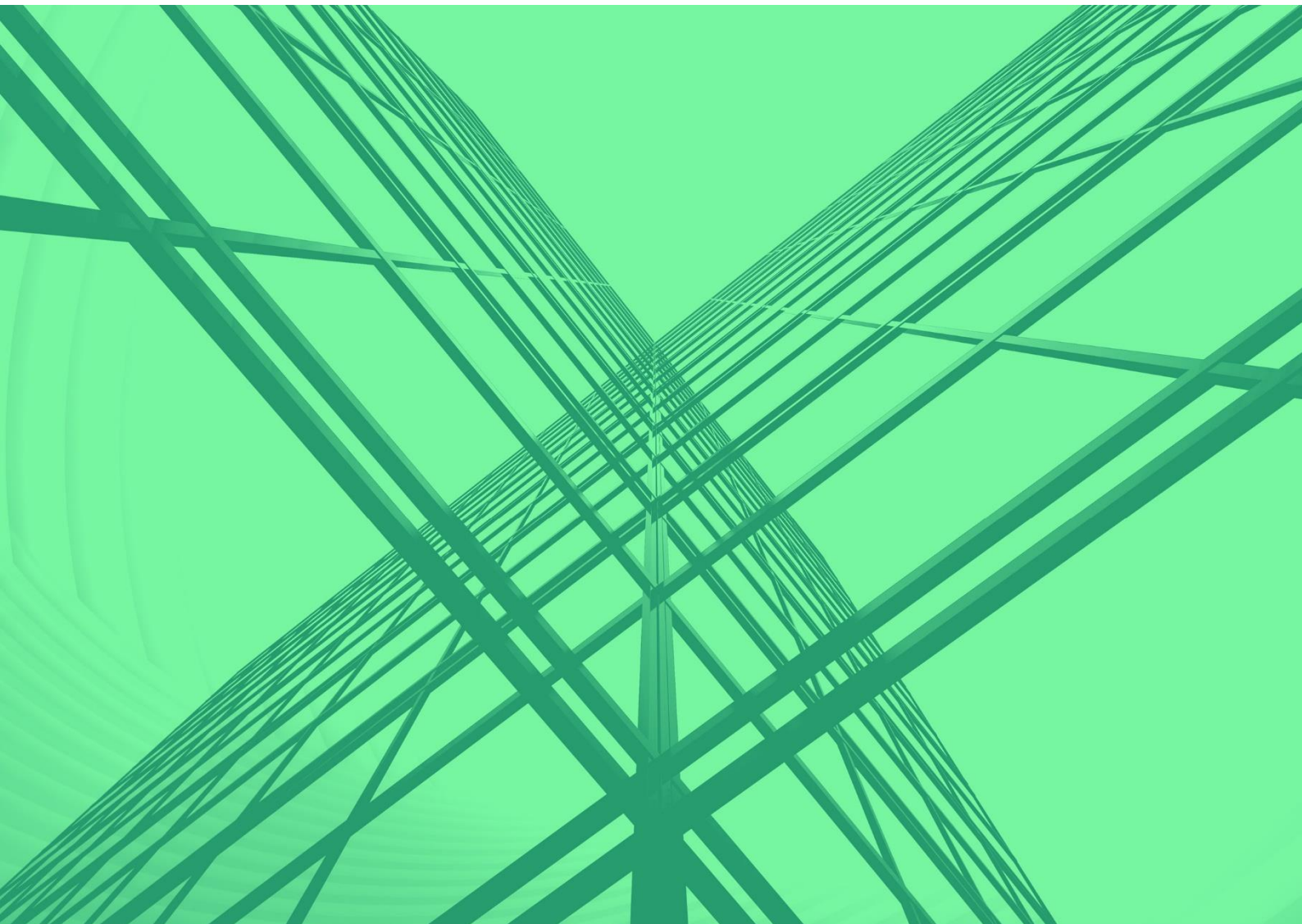


Examinations Officer

CANDIDATE PACK

Part time

21 hours per week over 3, 4 or 5 days



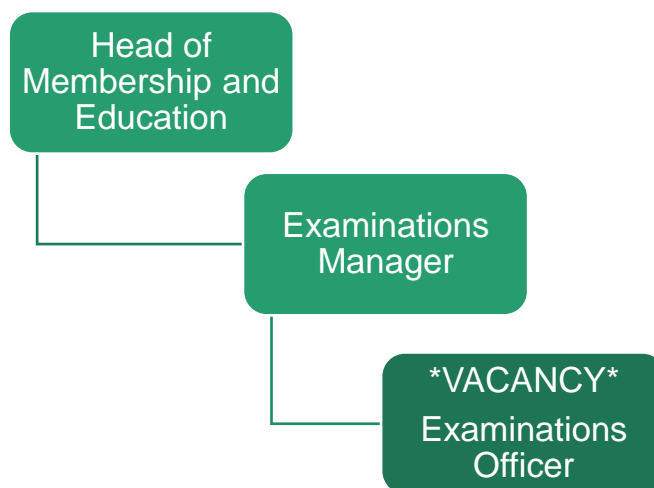
Please Note:

▶ Advertised as 'Exams Officer'

The Examinations Team

Our Examinations team are a small team of two that report into the Head of Membership and Education and sit within the wider Membership and Education directorate.

As the Institution's membership grows, so does the need for more exams. Therefore, the position of Examinations Officer to support the Examinations Manager has been created.



The exam to become a Chartered Member of the Institution is one of two essential elements in the Professional Review process and the final step in obtaining Chartered Membership and the widely respected MIStructE designation.

At present, the Institution has two main exam entries: the end of April for an exam in early July and the end of October for an exam in early January. The exam is seven hours long and each one happens simultaneously in different centres globally. In 2019, a total of 1138 members took the exam in 26 countries. The January 2020 exam saw 525 members sitting in 25 countries. Due to the current situation we postponed the July exam to September with 487 members sitting the exam. The next exam is due to take place in January 2021, with over 500 members expected to enrol.

For more information on the Chartered Membership exam, please [visit our website](#).

Your contribution as Examinations Officer will be to support the Examinations Manager to ensure that all exams run smoothly. Our members, their career and their membership journey are of the highest importance, so it's imperative they receive a professional and seamless service.

With two different exam entries, the work of the Examinations team is cyclical. During quieter periods in February and August, there'll be opportunity for you to assist the Examinations Manager in developing the existing exams and scoping new ones, as well as making any improvements based on your own observations and feedback provided.

We're looking for someone with a proactive approach to work, with the ability to use initiative when following a process. Different demands will be required at different times of the year, so you should be comfortable working in an ever-changing environment.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 65 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open plan, supporting a collaborative environment. In the short to medium term the Institution is currently operating a mix of office based and remote working as part of our phased response to Covid-19.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit in to our small organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification pages 4-6

Salary and package details page 7

How to apply page 8

More about us :

Our organisation, governance and values page 9

Organisational Structure page 10

Job description and person specification

1. Job details

Job title:	Examinations Officer (Part time - 0.6 FTE)
Reports to:	Examinations Manager
Date:	November 2020
Location:	The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

To efficiently undertake operational activities within the Institution's Membership and Examinations Departments, including responding to examination queries, the processing of examination applications, the delivery and marking of the exams, and the promotion/development of new and existing exams.

3. Role and responsibilities

1. Oversee the entry of candidates into the Institution's various examinations, including processing entry forms and payments, and the issuing of exam instructions.
2. Assist with the production of examination papers.
3. Support the Examinations Manager in booking exam centres and invigilators for exams across the globe.
4. Assist in sending examination materials to centres and ensuring the safe return of examination scripts.
5. Accurately scan and file exam scripts within the prescribed time frame, and ensure they are available on the Online Marking System.
6. Support the Examinations Manager in issuing results and producing statistics.
7. Work with stakeholder groups to promote the Institution's suite of exams.
8. Support the Examinations Manager in the development of new examinations.
9. Support the Examinations Panel, including the production of agendas, minutes and completion of activities as directed by the Panel and Examinations Manager.

4. General responsibilities

1. Support the Examinations Manager in achieving departmental objectives.
2. Make suggestions for improving processes, systems etc. which support the efficiency and day to day running of the department.
3. Comply with all Institution Policy and Procedures.
4. Any other reasonable ad hoc duties as required.

5. Communications and working relationships

1. Members of the Institution both existing and potential
2. Committees and panels in particular the Exams Panel and Membership Committee.
3. Employees and other departments within the Institution.
4. Other volunteers (in addition to Institution members) associated with examination activities.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
Good basic standard of education (ideally educated to Degree level or equivalent)	E (D)
Experience of working in the examinations field (preferably within the professional membership sector)	E (D)
<u>Skills</u>	
Excellent organisational skills, able to work independently with minimal supervision and with a systemised/methodical approach to managing multi-stream and complex workload with the ability to work under pressure to meet tight deadlines.	E
Excellent written and oral communication skills with the ability to present and explain detailed information clearly and succinctly.	E
Excellent interpersonal skills with the confidence to work with professionally qualified volunteer Chairs/panel members and internal colleagues.	E
Attention to detail, accuracy and ability to check detailed information, able to critique own work and the work of others.	E
Flexible, resourceful and self-motivated with a passion to deliver an excellent level of service to the members and provide membership support.	E

Criteria	Essential/Desirable
Ability to work in a small team and collaboratively with other departments, committees and members.	E
Appetite to learn, build on knowledge and current experience to further develop an understanding of academic qualifications and routes to membership.	E
IT Skills:	
Word/Outlook/Excel/PowerPoint to intermediate/advanced standard	E
Customer Relationship Management (CRM) or Database systems	E
Experience	
Providing support and administration within a member services and/or education department or similar (ideally gained in a membership/professional body, educational establishment or similar)	E (D)
Delivering administrative and secretariat support (ideally gained in a professional membership environment or an examination/awarding body/regulator)	E (D)
Preparing agendas, producing minutes, letters and report writing	E
Using CRM systems to ensure effective data maintenance, processing/inputting and ongoing updating of information/applications	E
Acting as a first point of contact providing information and guidance to external existing and potential clients/members and educational establishments (ideally regarding professional recognition routes or similar)	E (D)
Preparing and delivering presentations.	D
Planning, preparing and delivering events/conferences, ideally aimed at students and/or academics.	D

This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: circa £26,000 FTE per annum subject to experience
(pro rata for part time hours)

Contract: Part time – 21 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

From the join date:

- 23 days annual leave per annum plus bank holidays, rising with service; pro rata annual leave and bank holidays for part time hours
- Flexible working system whereby additional hours worked may be accrued and taken as flexi-leave
- Life Insurance – death benefit subject to scheme eligibility rules

From the successful completion of the probation period, whilst provided at the Institution's discretion, may be subject to scheme eligibility rules:

- Participate in the Institution's pension plan arrangements
- Private Medical Insurance
- Health Cash Plan
- Permanent Health Insurance
- Season Ticket Loan
- Reimbursement of one membership subscription to an agreed appropriate professional association, including this Institution.

The Institution reserves the right to exercise its discretion to amend or withdraw any or all of the above benefits.

How to apply; the recruitment process

Applicants should submit their up to date CV demonstrating how they meet the knowledge, skills and experience required for the role as depicted in the job description along with a cover letter of between 200-500 words.

All applications should be submitted through [Webrecruit](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants must possess a current right to work in the UK.

The selection process will consist of a job-related assessment and interview with the Examinations Manager and a member of the Human Resources Team. The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution.

Applicants will be asked to specify whether there are any reasonable adjustments needed for them to participate in a selection process. Wherever possible and reasonable, we will meet any declared needs.

A second interview or assessment may be applicable and is likely to be held in person at our Institution headquarters in London with the Head of Membership & Education.

The Institution of Structural Engineers

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, bye-laws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 65 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values

We strive towards a structural engineering profession that is built on competence, accessibility, and community.

Competence

Championing competence is at the core of everything we do.

We offer a wide range of opportunities for our members to develop, refresh and extend personal competencies. We also help members specialise by offering tailored courses, resources and specialist qualifications.

Accessibility and diversity

We are committed to making the structural engineering profession more accessible. We are constantly reviewing our routes to membership to provide flexibility in the process, offering more choice for all our candidates.

We value diversity and the perspectives people from different backgrounds bring to the engineering profession. We work with other professional bodies and our members to identify and remove barriers to anyone becoming a structural engineer.

Community

We work to create an international community of structural engineering excellence, facilitated by our digital platforms, Regional Group activity and networks of special interest.

For more detailed information about the Institution please visit our [website](#).

Organisational Structure

