THE COLLEGE OF
OPTOMETRISTS

**Job Description**

**Job Title:**                    Education Coordinator (Content)

**Department:**             Education

**Reports to:**               Education Manager (Examinations)

**Direct reports:**          n/a

**Key internal relationships:**    Director of Education
                                   Deputy Director of Education
                                   Lead Assessor
                                   Education Managers
                                   Wider Education Team
                                   Finance Team
                                   IT & Facilities
                                   Events and Marketing
                                   Policy and Strategy
                                   Member Services and Communications

**Key external relationships**:    College Examiners
                                   College Assessors
                                   Trainees
                                   Key Employers (Multiples)
                                   UK Universities
                                   Assessment Software Providers
                                   General Optical Council (GOC)

**Key areas of influence:**

This role directly influences the lifecycle of the content of the College's Final Assessment examinations, including the Scheme for Registration and Independent Prescribing. It also contributes to the smooth running of the OSCE examinations during critical delivery periods.

**Purpose of the role**:
The role is responsible to the Education Manager (Examinations) and coordinates the development of high-stakes examination questions and undertakes results processing for the final assessment of the College's core qualifications. The role will be responsible for liaison with a range of key committees and Subject Matter Experts of the College. The role is varied and changes across the year, in line with the College qualification cycle.

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**Main Responsibilities:**

**1. Question Bank Development**
- Take accountability for the College's question banks maintaining the delivery of the College's core qualifications
- Manage question bank content as guided by different stages of lifecycle
- Schedule and deliver question writing and editing group meetings once a month
- Keep accurate, reliable and easily accessible records
- Ensure compliance with General Data Protection Regulations
- To manage own workload to ensure you meet the constant uptake of the question bank ecosystem

**2. Operational Delivery**
- Responding to queries related to the College's core examinations and all aspects of relevant Panel meetings
- Liaising with external Subject Matter Experts, to agree arrangements for the question development writing and editing calendar
- Provide accurate and reliable reports to internal and external bodies
- Provide administrative support for core processes within Education to enable on time and accurate delivery

**3. Support OSCE examinations**
- Provide administrative support for the preparation of our OSCE examinations
- Attend all OSCE examinations and support the remote delivery of IP examinations
- Assist with the set-up, delivery and take-down of OSCE paperwork and equipment
- Respond to candidate, examiner and simulated patient queries
- Assist the team, as necessary, to ensure the smooth-running of College examinations.
- Support the team with any post-examination activities and results processing as required.

**4. Additional Duties**
- Use the College's Customer Relationship Management (CRM) platform to source data for manipulation
- Ensure accurate and timely responses for examination-related queries
- Support the preparation of an annual examinations activity calendar
- Build and maintain effective relationships with internal colleagues, College Examiners and Assessors.
- Maintain and keep updated written and web-based guidance documents and information for internal and external use
- Work to tight and immovable deadlines
- Provide support to broader activity in Education and the College more widely, as and when required, in ways that are fair and proportionate alongside the demands of the role.
- Ensure that at all times you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards
- Act in accordance with the College values.

**PERSON SPECIFICATION**

**Experience**

*Essential:*

- Experience in similar role in an education/qualification delivery organisation or institute
- Experience in meeting organisation and d elivery

*Desirable:*
- Working in the not-for-profit and/or education sectors
- Working with external panel members and Subject Matter Experts
- Experience of working with Microsoft dynamics or another database system

**Education/Qualifications**

*Essential:*
- GCSEs, or equivalent qualifications, in English and Mathematics or equivalent experience
- A degree-level qualification, or evidence of graduate-level capabilities

**Skills and Knowledge**

*Essential:*
- The ability to prioritise duties, and seek clarification and guidance from Line Manager when faced with competing responsibilities
- Excellent organisational skills
- Excellent written and verbal communication skills, with the ability to produce accurate written materials and provide clear verbal explanations
- Strong interpersonal skills, with the ability to develop good working relationships within a team
- Ability to work under pressure and in a self-directed manner, asking for help as needed
- The ability to be flexible and adaptable
- Advanced Microsoft Office skills, especially Microsoft  Excel
- Accurate data entry  skills
- Proven experience of analysing data and trends?

*Desirable*
- Organising assessments and examinations
- Understanding of medical assessments.
- Understanding of GDPR

**Additional Information**
- Typical working hours at the College are 9 am to 5 pm (7 hours, excluding lunch) working five days a week. We operate a flexible working window from 8 am to 6 pm where you can vary your start and end time (working a 7 hour day). This role is flexible and can be worked over a variety of working patterns.
- We also offer hybrid working (a mixture of home and office working). Typically College staff will work around 20 - 40% of their time within our London office.

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**Equal Opportunities and Inclusion**
The College is committed to providing equal opportunities in employment and to avoiding unlawful discrimination.

**Our values**