

## Job Description

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|--------------------|--------------------------------------|
| Role:              | <b>Assessment System Coordinator</b> |
| Job Level:         | <b>7</b>                             |
| Reports To:        | <b>Assessment System Manager</b>     |
| Role Profile dated | 11 <sup>th</sup> December 2025       |

**This role profile consists of two sections:**

1. The **Job Specification** sets out the purpose, business outcomes and key responsibilities.
2. The **Person Specification** sets out the qualifications, experience and behaviour expectations.

### Job Specification

**Role Purpose:**

To provide operational support to the Assessment System Manager in managing the ECITB’s Assessment Management System (eAssess) and its exam data. Responding to customer queries relating to the exam system and escalating technical issues to the system supplier. Contributing to the delivery of an efficient and compliant Awarding Organisation (AO), as well as the delivery of an effective non-regulated function.

This role also supports the recruitment, training, and coordination of ECITB external Assessment Associates, ensuring the integrity and quality of assessment materials and processes.

**Business Outcomes:**

To be successful in this role the post holder must:

1. Support the development and operation of assessments and related materials by both human input and AI, to meet regulatory and organisational requirements.
2. Provide an effective and efficient service to customers, while maintaining the quality assurance process and integrity which complies with the criteria by the Regulators and adheres to ECITB’s internal policies and procedures.
3. Ensure the secure handling and compliance of assessment data and materials.

**Key Responsibilities:**

- Support the day-to-day operation of the Assessment Management System, maintaining data accuracy and integrity.
- Upload, quality assure and allocate new MCQs into the relevant questions banks.
- Support the implementation and maintenance of Standard Operating Procedures (SOPs) relating to assessment system processes.
- Coordinate the recruitment, onboarding, and training of Assessment Associates.

- Maintain up-to-date records of Assessment Associate contracts, training completion, and conflict of interest declarations.
- Assist with the processing of invoices and administrative correspondence for Assessment Associates.
- Act as a first point of contact for customer and internal queries relating to the Assessment Management System.
- Support colleagues across the AO team with administrative tasks and reporting needs.

### **Quality and Continuous Improvement**

- Assist with the regular review and maintenance of assessment content, question banks, and related materials.
- Support the collection and reporting of system and assessment data for monitoring and evaluation purposes.
- Contribute to process improvement and digital innovation initiatives, including the use of technologies such as AI in assessment.
- Support the Assessment System Manager in any other ad-hoc duties contributing to the delivery of the service.

### **Role Parameters:**

- Home-based, with the requirement to travel occasionally for meetings and workshops
- This role requires a Basic DBS check to be made before employment can start.

## **Person Specification**

### **Experience & Qualifications**

1. GCSE/ level 2 qualification in Maths and English.
2. Experience of using bespoke computer systems.
3. Customer focus with excellent interpersonal and communication skills to effectively resolve user queries.
4. Experience of training, competence systems and processes.
5. Ability of working to tight deadlines and delivering results.
6. Capable of interpreting and complying with regulatory and organisational requirements.
7. IT literacy is essential. Good IT operating skills encompassing databases, the internet, spreadsheets, and word processing applications. Proficient at Microsoft office software, with an understanding of AI technologies
8. Knowledge of quality assurance and continuous improvement processes.
9. Organisation skills and the ability to work on several tasks in any given week.

### **Desirable**

1. Previous experience of administering exam systems for an AO or similar organisation.
2. Experience of working in an education setting within a training provider or assessment organisation.