



Section 1 - Description

Job Title: Administrative Assistant (Examinations)
0.7 FTE (25 hours per week)
5 hours per day, Monday-Friday
Permanent

Grade: Grade 2 - £16,694 (£23,849 – pro rata)

Location: Glasgow
Our hybrid working policy offers flexibility while maintaining a strong on-site presence. Staff are required to work from College premises for at least 50% of their contracted hours. Due to the requirements of this role, it is anticipated that the majority of time will be spent working from College premises. Remaining time may be worked remotely, subject to role requirements and operational needs and in agreement with your line manager.

The post holder will be required to work in College 100% of their contracted hours during the induction period.

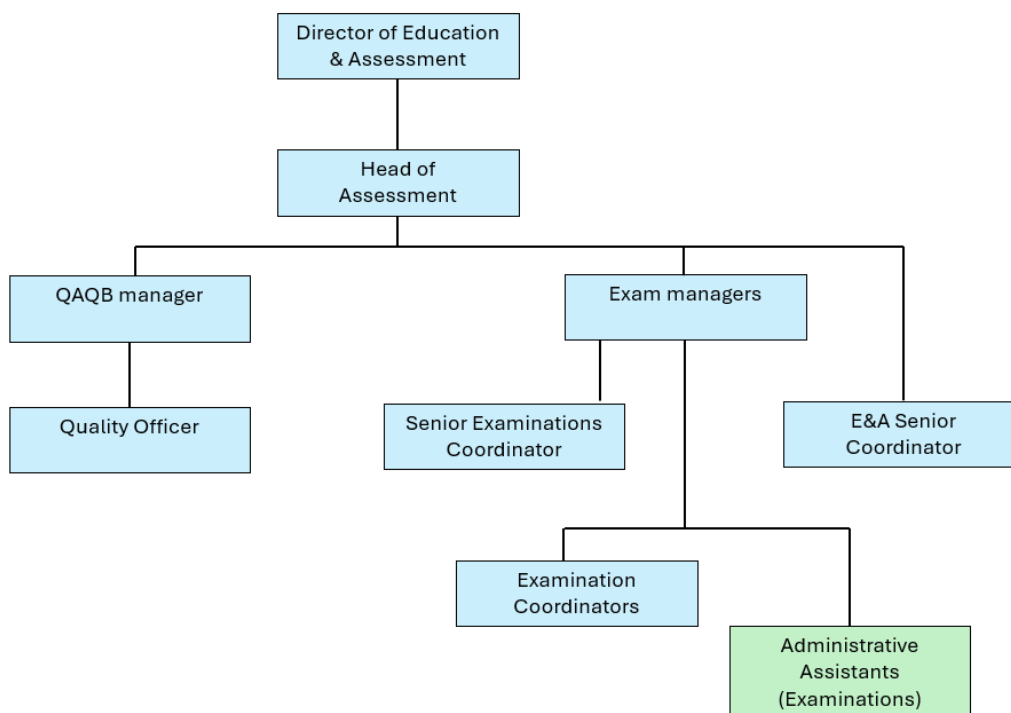
Reports to: Examinations Manager

Date: September 2026

Section 2 - Job Purpose

Reporting through the Examinations Manager to the Head of Assessment and Director of Education and Assessment, the Administrative Assistant (Examinations) provides support to the Senior Examinations Coordinator and Examination Coordinators for postgraduate medical, surgical and dental examinations. The post-holder will be allocated primarily to the surgical and dental teams but will also work across the wider unit as necessary. A clear grasp of the full range of examination requirements needs to be developed. The role involves planning and working both independently and as a team member, with supervision from the Senior Examinations Coordinator, and requires strong organisational skills, a proactive attitude and attention to detail.

Section 3 - Organisation Chart



Section 4 – Job Dimensions

- No budgetary or people management responsibility
- Administrative support for 3-6 examination diets per annum, including both online and face-to-face examinations
- Communication with up to 1,350 candidates per annum
- Communication with up to 300 examiners per annum

Section 5 - Main Responsibilities and Role

- Provide administrative support to the Coordinator team as agreed with the Examinations Manager and Senior Examinations Coordinator, undertaking administrative and clerical tasks, including:
 - Use Microsoft Office applications to create and/or maintain examination-specific information, such as candidate and examiner allocation arrangements, actor allocations and props lists
 - Use the College management information systems to create and maintain candidate and examiner records, inputting and updating details, and producing standard communications under the guidance of the Senior Examinations Coordinator
 - Assist in monitoring generic e-mail accounts, sending standard responses as directed by Exam Coordinators, to ensure a high level of customer service to candidates, examiners, administrative colleagues and other stakeholders
 - Manage the flow of invoices and purchase orders as directed by the Examinations Manager

- Prepare examination materials under guidance of Examinations Coordinators, in accordance with the examination schedule, printing, photocopying, laminating, and packing items including but not limited to the following:
 - Candidate result spreadsheets
 - Candidate programmes and badges
 - Examiner packs, programmes and badges
 - Exam marksheets
 - Examination scenarios
 - Exam props including printed material, clinical props and stationery
- Arrange provision of resources for examinations, including equipment, ensuring stock levels are maintained and all equipment is packed and shipped to centres, returned and unpacked in accordance with the examination schedule
- Working with the Medical team Administrative Assistant, arrange provision of stationery for the unit, with guidance from the Education and Assessment Senior Coordinator and Senior Examinations Coordinator, periodically checking stock levels and ensuring stock levels are maintained in accordance with the examination schedule
- Collate, scan and dispatch marksheets to partner organisations as required and in accordance with agreed timelines
- Ensure that any communications are handled in compliance with current legislation (e.g. GDPR)
- Attend examination centres as required, providing administrative support to colleagues in the running of the exam on the day.
- Provide administrative support for other examinations or activities in the Education and Assessment team as directed by the Examinations Manager.

Section 6 – Planning and Organising

Planning for an examination is highly proactive, involving excellent planning and organisational skills.

- The ability to plan your assigned workload and work both independently and as a team member is essential
- The majority of the planning and organising responsibilities for an exam will lie with the Examinations Coordinator. The Administrative Assistant must be able to plan their work accordingly to support the work of the Coordinator team in delivering the exams in line with the appropriate timelines
- During the exam organisation process, the Administrative Assistant must be able to anticipate issues and utilise their initiative and problem-solving abilities to work with the Coordinators and/or their Manager to find appropriate solutions

Section 7 – Decision-Making

The Administrative Assistant will prioritise their own workload, with support and guidance from the Senior Examinations Coordinator and their Manager.

- The Administrative Assistant must work proactively, making decisions in line with agreed procedures

- The Administrative Assistant must be aware of various lines of reporting (e.g. through Managerial and Governance structures) ensuring that their line Manager and relevant parties are involved in decision making as appropriate

Section 8 – Knowledge, Experience and Skill Set Required

Knowledge:

Essential:

- At least 5 National 5 certificates (or equivalent), level C and above, including Maths and English
- A good knowledge of Microsoft Word and a working knowledge of spreadsheets, databases and PowerPoint is essential, as is a familiarity with office and IT systems

Desirable:

- Knowledge of relevant legislation (e.g. GDPR)

Experience:

- Relevant administrative support or clerical experience of 1-2 years' duration is desirable

Skill Set:

- Strong planning and organisational skills
- Ability to work to strict timescales in order to meet deadlines
- Attention to detail
- Ability to multi-task
- Efficient flexibility
- Proficiently proactive and reactive
- Strong team-worker
- Excellent communication skills
- Good interpersonal skills
- Customer focussed and strong ability to deal with individuals on all levels in a friendly, welcoming and helpful manner

Section 9 – Job Context and Special Features

- The post holder must be willing to attend examination venues external to the College.
- Additional hours need to be worked in accordance with the demands of the Unit's business activities. Examinations may require early morning attendance at centres and/or later finishes.
- Ability to be flexible with working days, agreed in advance through the Examinations Manager, is required to meet the needs of the business.