UNIVERSITY OF CAMBRIDGE

Exams Administrator (Casual Staff)

Student Operations, Education Services

Closing date: 29th November

Job Reference:AB51711



Athena SWAN Silver Award

Race Equality Charter Bronze Award

Stonewall DIVERSITY CHAMPIONS

disability confident COMMITTED

Exams Administrator (Casual Staff)

Salary:
£31,861- £36,320
(appointment is usually bottom of salary range)

In addition to the base salary stated above, the successful candidate for this post will receive an additional 2.5% supplement to their pay

Contract: - Permanent

Location: - Central Cambridge

Department: -
Student Operations,
Education Services

Responsible to:
Exams Team Leader

Working pattern:
Full-time

Purpose of the role

This role sits within the Exam Operations team within the Student Operations department. The objective of the Exam Operations team is to provide expert administrative support and advice to the University and Colleges relating to the operational delivery of exams and reasonable adjustments for undergraduate and postgraduate taught courses.

The University runs over 3,500 examinations per year across undergraduate and postgraduate courses and processes over 1,500 applications for reasonable adjustments and over 1,000 applications for allowances.

The exams service recruits around 450 casual staff per year to support exam delivery, across several different roles. This role is focussed on the recruitment, appointment, management and allocation of these casual staff as well as supporting the preparation and training. They are also the primary contact for those casual staff alongside the SSC HR team who support the process.

The peak for this work is November to July in any given year.

The role also provides general exam administrative support within the exams team as needed which may include support for applications for allowances, course data collection, checks on enrolments and processing of exam results.

Due to the timing of this work, it is a requirement for the post holders to work outside of the standard working day as well as some Saturdays and Bank Holidays during the main exam season.

Main duties and responsibilities

- To support the annual recruitment and appointment processes for exam casual staff. This includes:
  - Preparation and publication of advertising materials ensuring further particulars are accurate and relevant.
  - Respond to queries from potential applicants.
  - Co-ordination of the recruitment process, from initial contact through to onboarding.
  - Work with colleagues in the exam team throughout the recruitment process to select appropriate applicants.
  - Communicate and support applicants and workers on processes.

- To become an expert user of the worker system, the Cambridge Casual Worker System (CCWS). Train and support hiring managers and other colleagues in the processes, procedure and policy based around the management of casual workers and the casual worker system.

- Support with the delivery of training for casual staff.
  - Monitor and update training materials with support from the training and communications co-ordinator.
  - Ensure all eligible casual staff are invited to and attend the training.
  - Monitor worker attendance at training and report any staff expected but not in attendance to the Team Leader.
  - Manage communications to workers on training details.
  - Arrange shadowing sessions for new workers where appropriate.
- Ensure compliance of registered workers. This includes:
  - Accurate registration on the casual workers system (CCWS) and support for the confirmation of a workers right to work.
  - Ensure all workers are registered on the system before engagement in training or work.
  - Manage any restrictions on a workers hours allowed to work (e.g. student and/or visa restrictions), ensuring that these are not breeched.
  - Approval of timesheets submitted.
- Deliver the Allocation process.
  - Work with colleagues to determine worker need and based on workers availability, allocate workers to exam sessions. This will include a mix of specific workers to venues / sessions as well as generating '*first come, first book'* sessions for workers to select.
  - Work with the HR team within Education Services to create and fill sessions within the casual worker system.
  - Ensure the Exam Office has access to exam worker registers and keep them informed of any staffing changes.
  - Monitor exam staff attendance and arrange any cover as appropriate.
  - Manage queries and changes to bookings from workers and colleagues.

- Act as the first point of contact for:
  - workers – current and prospective.
  - the Student Services support teams who support the process.
  - Liaise with and work alongside colleagues within the exams team on casual staff management. The role holder will become expert in the casual staff processes.
  - Supervise and escalate any issues that may arise with a worker's performance.
- Support the annual cycle of activity relating to examination delivery. This includes all processes as needed including: the collection of course information for the forthcoming academic year
  - checks on student eligibility to undertake combinations of papers
  - support for the approval of application for and operational delivery of reasonable adjustments
  - checks on examination results for publication
  - Review of core processes and development of systems to improve efficiency.

- Act as the first point of contact for exam and related enquiries received either by email, telephone or face to face from stakeholders such as workers, students, Examiners, Colleges and department administrators.
- Carry out other administrative duties as required.

Please Note: Through your 'Suitability for the role' statement, you should set out how you meet the criteria listed in the person specification with relevant examples.

The above outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by University management to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.

Person specification

Criteria	Essential	Desirable
Experience		
Experience of working in an administrative role.	✓	
Experience of managing highly sensitive and / or medical information on individuals in line with data protection requirements.		✓
Skills		
Experienced user of Microsoft Office.	✓	
High level of accuracy and numeracy.	✓	
Excellent organisational skills.	✓	
Excellent communication and interpersonal skills.	✓	
A very high level of accuracy is required as is absolute discretion and the ability to work under pressure.	✓	
Qualifications		
Educated to 'A' level standard or equivalent and have at least GCSE level (or equivalent) English Language and Mathematics.	✓	
Additional Requirements		
Given the timing of the examination season, the post holder must be flexible. Some evening, weekend and bank holiday working is required to ensure certain activities including University Examinations.	✓	

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement. Full definitions are at: https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	C
Communication	C
Innovation and Change	C
Negotiating and Influencing	D
People Development	C
Relationship Building	C
Strategic Focus	D

Professional Services Values

Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.



Student Operations

This role is based within the Student Operations section of Education Services, Academic Division.

Student Operations is a centralised department providing administration and specialist services that support the academic purposes of the University and is responsible for all administrative aspects of the student journey from registration to student progression, examination and graduation, and comprises six main sections:

- Examinations and Mitigation
- International Students Office
- Office for Student Conduct, Complaints and Appeals
- Postgraduate Administration
- Space modelling and allocation
- Student Records



Education Services



Based at the purpose-built Student Services Centre which opened in April 2019, Education Services brings together the teams that provide key services to students.

Education Services sits within the wider Academic Division of the University's Professional Services and is made up of the following teams:

- **Access & Admissions**
  (Including Cambridge Admissions Office, Postgraduate Admissions Office and Student Funding).
- **Student Support**
  (Including Accessibility and Disability Resource Centre, Student Wellbeing, Mental Health Advice Service and University Counselling Service)
- **Student Operations**
  (including Examinations and mitigation, International Student Office, Postgraduate Administration, Student Records, Office for Student Conduct, Complaints & Appeals and Space modelling & Allocation.)
- **Education and Student Outcomes**
  (including Education Quality and Policy Office, Careers Service, Postgraduate Research and the Cambridge Centre for Teaching and Learning).

These departments are supported by the SSC Support Team which delivers a shared service in the following areas:

- Financial Administration; Human Resources support, including recruitment administration; Reception and Facilities Management; Health and Safety

Terms of appointment

Appointment
Appointment will be made on a permanent basis. Appointments will be subject to the satisfactory completion of a six-month probationary period.

References
Offers of appointment will be subject to the receipt of satisfactory references.

Salary
The salary range for this role is £31,861 – £36,320 and appointment is usually bottom of the salary range. In addition to the base salary stated above, the candidate for this post will receive an additional 2.5% supplement to their pay

Hours of Work and Working Pattern
The appointment is full time, 36.5 hours per week, Monday – Friday.
During April – June, some evening, weekend and Bank Holiday work is required.
A hybrid working model is possible at certain times, however the role requires some days per week in the office (exact days to be negotiated).
During peak examination times, the role holder will need to be in the office full time and work hours outside the normal working day.

Pension
You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: **www.pensions.admin.cam.ac.uk/**

Annual leave
Full time employees are entitled to annual paid leave of 36 days, inclusive of public holidays. There are some periods when annual leave is restricted due to the nature and timing of the work.

Right to work in the UK
We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it

Health declaration
Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Information if you have a disability
The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at http://www.admin.cam.ac.uk/offices/hr/staff/disabled/

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.
If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

The University

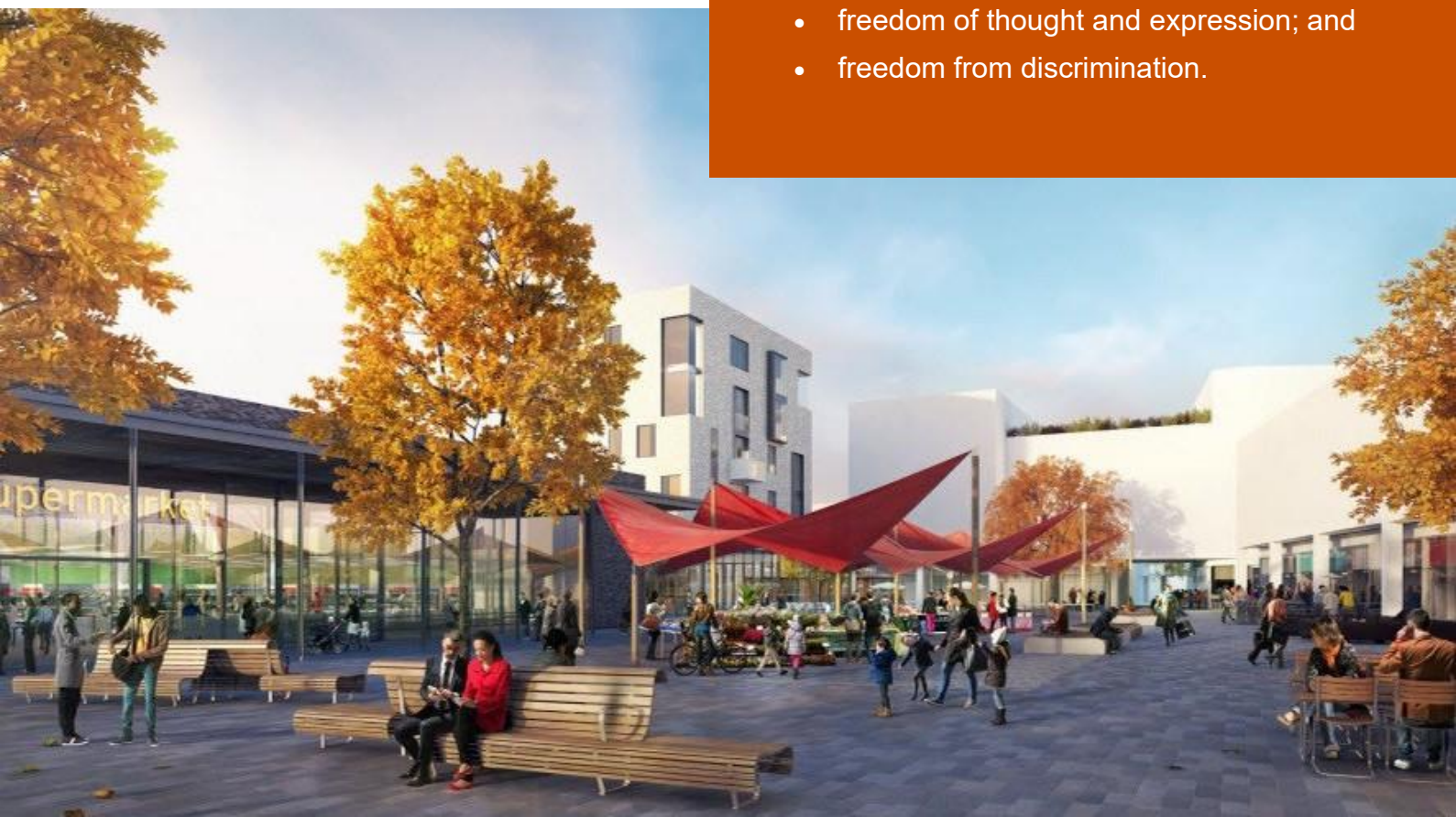
The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

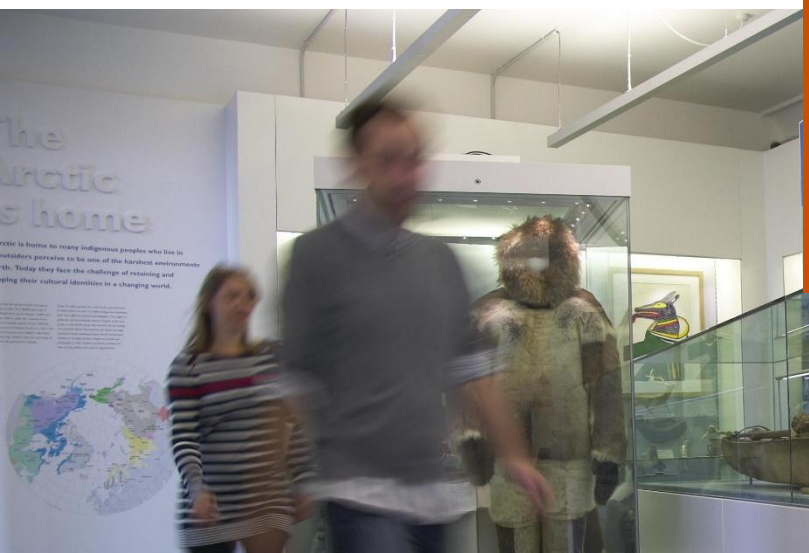
The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

"Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts."

Stephen Toope, Vice Chancellor 2019





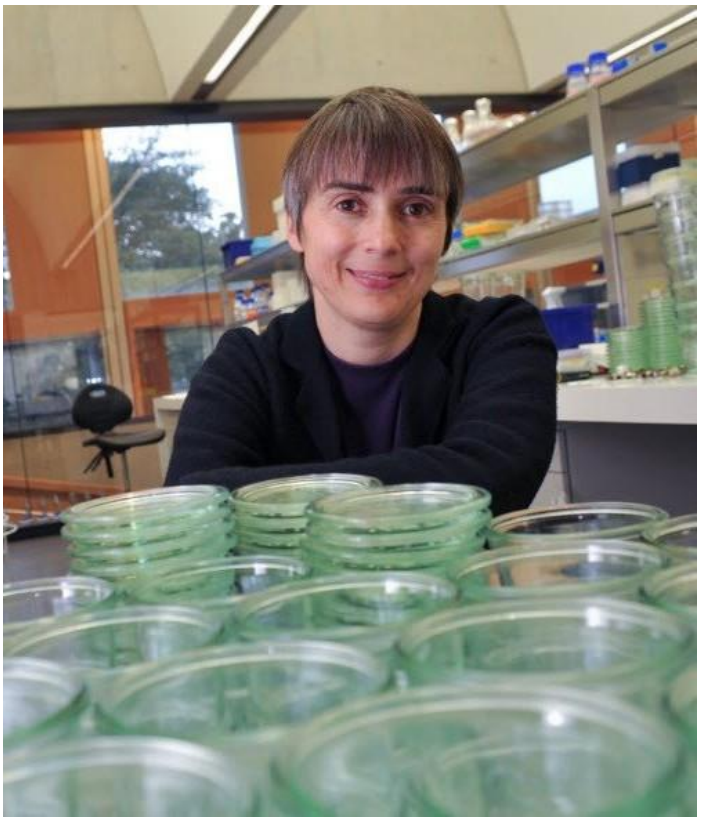
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: http://www.equality.admin.cam.ac.uk/

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

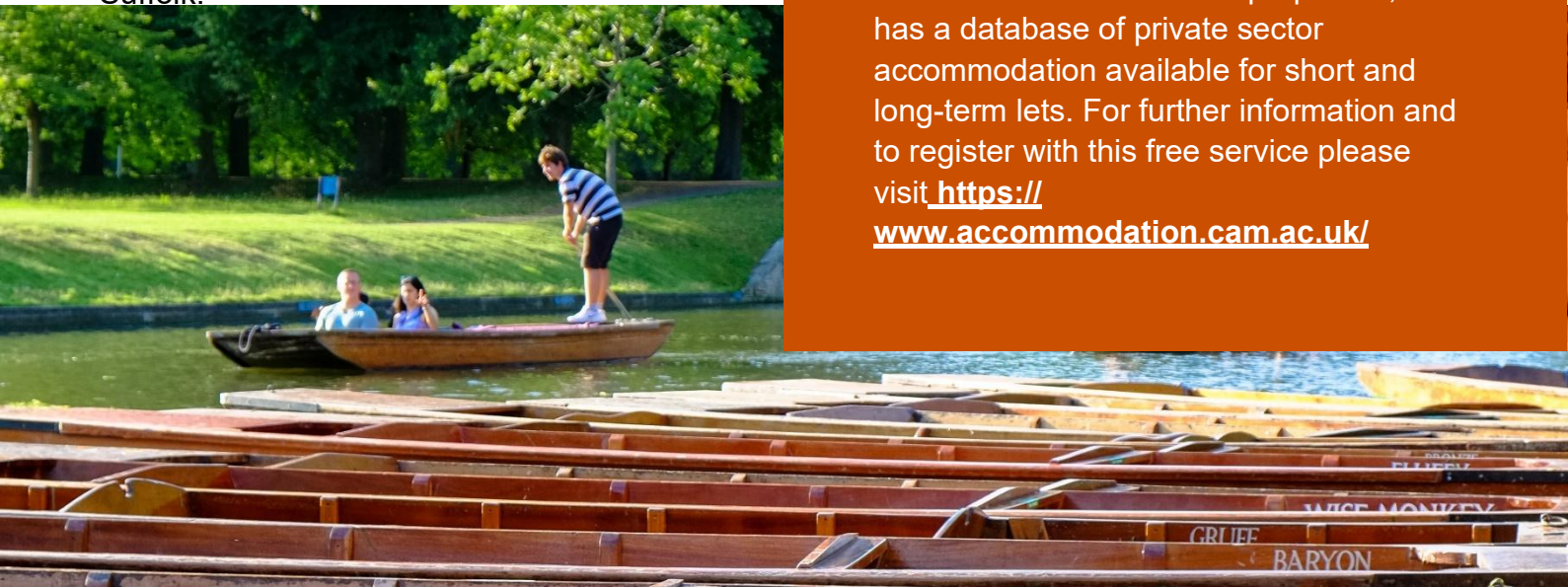
If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit https://www.accommodation.cam.ac.uk/. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit **https://www.accommodation.cam.ac.uk/**



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.



Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.



CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in -store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University.

What Cambridge can offer

Family-friendly policies
The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care.

Other family-friendly support includes:
Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:
https://www.childcare.admin.cam.ac.uk/

The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: https://www.opda.cam.ac.uk/



Your wellbeing
The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the Cambridge Science Festival and Cambridge Festival of Ideas, as well as Open Cambridge weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities
We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

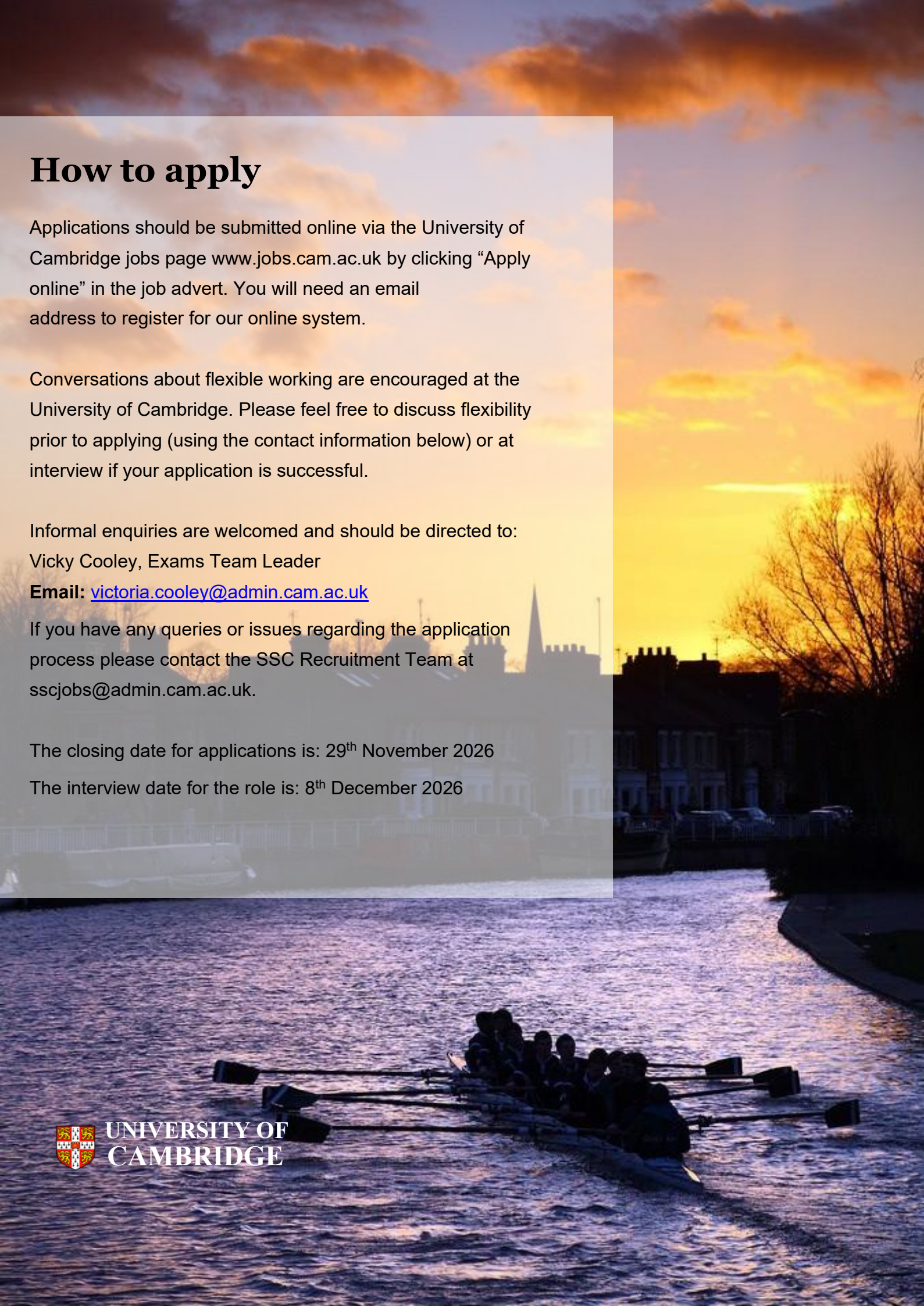
Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:
Vicky Cooley, Exams Team Leader
Email: victoria.cooley@admin.cam.ac.uk

If you have any queries or issues regarding the application process please contact the SSC Recruitment Team at sscjobs@admin.cam.ac.uk.

The closing date for applications is: 29th November 2026

The interview date for the role is: 8th December 2026



UNIVERSITY OF CAMBRIDGE