



## **BPP Job Description**

<b>Job Title</b>	<b>Marking Executive</b>
<b>Department</b>	<b>Accountancy &amp; Tax</b>
<b>Location</b>	<b>London King's Cross</b>
<b>Additional details</b>	Flexible working pattern where 3 days' work from home, and two days in any BPP office
<b>Contract type</b>	<b>Full time and permanent</b>
<b>Hours of work</b>	Monday - Friday 9am -5:30pm (37.5 Hours per Week)
<b>Reporting lines</b>	Reports to Marking Department Manager

### **Job Purpose**

Primary duty is the administration of student examinations, including allocating exams and organising markers.

### **Key Responsibilities**

- Processing exams to be sent to markers; from initial receipt to dispatch electronically via Online Learning platform (Moodle).
- Liaising with markers, booking them in advance for all scheduled exams, recording info on spreadsheet and ensuring deadlines are being adhered to.
- Manage the database of markers keeping it updated and accurate.
- Provide a high standard of service with calls, email and written correspondence received from or made to students and customers, taking ownership of customer problems and concerns, and resolving in a timely manner.
- Ensure marked exams are returned from the markers and logged onto tracking spreadsheets.
- Assist with monthly invoice processing for markers.
- Take on other team members' responsibilities as required during periods of staff shortage.
- Perform any other reasonable duties as instructed by your line manager.
- Some weekend work and overtime will be required based on exam/marking schedule.

**Skills, experience & qualifications required - Essential**

- Strong communication skills, both verbal and written
- Previous administrative experience and a genuine interest in helping our students
- Computer literacy of Microsoft Office Word and Excel
- Ability to work as a team player and on own initiative
- A clear telephone voice with a polite, tactful, and friendly attitude
- Well organised and self-disciplined, with the ability to work quickly and calmly under pressure
- To be able to deal efficiently and patiently with all types of customers.
- Able to build good working relationships across all levels
- Able to demonstrate individual accountability

**Skills, experience & qualifications required - Desirable**

- Knowledge of BPP Accountancy & Tax products and services
- Previous experience/knowledge of using Online platforms
- Experience in handling exams or other work within a time-sensitive environment