

# Examination Support Worker

## Role Description and Person Specification



**Hours:** Various – a range of positions are available, the number of hours depends on student need, but some positions require flexibility to support during the day time, evenings and weekends, during term-time and occasionally vacations.

### About the role

You will be working with the University's Disability Advisory Service (DAS) to provide what is termed 'non-medical help' (NMH). Examination Support Workers may read out examination questions and/or provide accurate and legible handwritten/typed records from the personal dictation of a student in examinations.

Examination Support Workers may be asked to draw diagrams and read back material to the student on a one-to-one basis. The Examination Support Worker should also understand the subject area(s) they will be scribing for. An Examination Support Worker should be able to write legibly and write and type at a reasonable speed.

### Main duties and responsibilities may include some or all:

- **Scribing** - Produce an accurate and legible written record of the student's dictation on the examination script, or use a keyboard, as determined by the examination regulations. Ensure the exam script is written in a clear, legible manner for the examiner to read and is a verbatim transcription of the student's response to the examination questions. Typing speed should be between 40 & 60 words a minute with a 95% level of accuracy.
- **Reading** - Read the examination questions including explaining instructions as well as reading student's responses both while 'in progress' and after completion (if the student requests).
- **Prompting** – Support a student by helping them to focus, for example by prompting them to move on to the next question at the appropriate time.
- Ensure examination regulations are adhered to. To include reporting incidents such as noise disturbance or cheating.
- Liaise directly with individual students prior to examinations and partake in practice sessions at the student's request.
- Work closely with members of the Disability Advisory Service and the student's College, Department and Examinations Assessment Team as relevant.
- Be mindful of the importance of the support role that you are engaged in by working in a professional, helpful and flexible manner, maintaining confidentiality at all times.
- Liaise with the Disability Advisory Service (DAS) on an ongoing basis, in order to monitor support, give adequate notice if you are unable to provide support and ensure notification of any changes to your availability for work or contact details.

- Complete the Canvas NMH Staff Induction course *before* your first assignment. Engage in relevant training appropriate to the role and attend team meetings where relevant.
- Maintain accurate records of support and ensure student verification of notes.
- Understand and be flexible to the needs of students with disabilities in a higher education environment and the boundaries that need to be observed.

## **Person Specification**

### **Essential**

1. Evidence of education to degree (or equivalent) level, ideally with experience in the subject area of the examinations.
2. Well organised, reliable, punctual and respect professional boundaries at all times.
3. Ability to communicate clearly, professionally and sensitively, both orally and in writing, with individuals at all levels within the University.
4. Must be able to maintain accurate records, stored appropriately, paying close attention to confidentiality agreements.
5. Must show a positive attitude towards equality and access for people with disabilities.
6. Ability to work proactively using own initiative, working independently and to deadlines.
7. Have a sound understanding of the nature of study at the University of Oxford.
8. Fast, accurate typing and/or legible handwriting. Good spelling.
9. Excellent and clear communication and listening skills.

### **Desirable**

1. Qualifications or evidence of training or experience relevant to working with disabled students.
2. Personal study experience at the University of Oxford or experience of provision of student support in Higher Education or other social or educational support settings.

## **Employment Terms and Conditions**

The number of hours and days worked by Examination Support Workers are flexible and reflect the schedules of the student's examinations. Examination Support Workers are contacted when work is available and have the option to confirm availability or not.

All successful candidates must complete disability awareness training and induction. (NMH Induction Training Canvas Course)

Successful candidates will be registered with the University's Temporary Staffing Service (TSS) and will then be eligible for selection for assignments as they become available. We cannot guarantee a fixed amount of work. All roles are part-time. Candidates will be employed on a temporary basis through TSS and will be required to work within TSS and University guidelines and in line with relevant policies and procedures at all times, including a commitment to submit accurate records and time sheets promptly.

**To apply visit the [Student support opportunities web page](#) to complete an application form which should be returned with a CV by email to [nmh@admin.ox.ac.uk](mailto:nmh@admin.ox.ac.uk).**