

Job Title:	11+ Mock Exam Marking Team Manager
Permanent/temporary:	Temporary contract, 5 months, April to August 2023
Pay:	£30,000 – 40,000 full time annual equivalent (depending on experience)
Location:	SDE Head Office - Beaconsfield, Buckinghamshire
Work days:	5 days per week, <u>including work at weekends</u>
Holidays entitlement:	33 days annual equivalent (inc. bank holidays)

Susan Daughtrey Education (SDE) is a leading provider of 11+ exam preparation for 9 and 10-year-old children.

SDE conducts hundreds of “11+ Mock Exam Sessions” in multiple locations mostly in and around Buckinghamshire, Berkshire and North London between late April and early September. In this role you will be responsible for the successful running of our ‘Marking Team’. The Marking Team is responsible for delivering results and feedback to our customers and as such is a crucial part of our programme to deliver SDE 11+ Mock Exams.

We are looking for:

- Excellent leadership and communication skills
- Strong IT skills
- Very high levels of attention to detail (for the ‘perfect’ operation!)
- An ability to work in a demanding customer-focussed environment
- Experience of managing a team
- A collaborative approach - working well in a non-corporate, family business

Furthermore, the successful candidate will:

- Be Flexible in their working hours, including work at weekends (with days then taken off during the week)
- Passionate about helping children to reach their full potential in the 11+ exams

We are seeking someone who can learn quickly and oversee a successful, record-breaking 2022 operation.

You will be responsible for:

11+ Mock Exam Feedback and Statistics Operation

- Overall responsibility for the 11+ Mock Exam Feedback and Statistics operation based in the Head Office
- Scheduling staff to ensure the correct level of cover to quickly and accurately mark the answer sheets, whilst avoiding over resourcing, and communicating with relevant staff to ensure attendance.
- Day to day management of staff involved in the Mock Exam feedback process (line management): what to do, how to do it and checking the accuracy/quality of work and taking overall responsibility for it; and

Reporting and Customer Service

- Notifying parents of the release of the results via email;
- Dealing with any parent queries relating to the results;
- Taking responsibility/ownership for and addressing any problems or concerns with the results, feedback or statistics;
- Keeping a record of any problems encountered, suggesting ways of avoiding the issues in future and reporting to HD and JD on a weekly basis;
- Providing a copy of each student's Mock Exam results to the SDE Tutor teaching each week of the Summer Course (parents have been asked to book at least one SDE Mock Exam prior to the Course, so the results can be shared with the SDE Tutor by way of an initial assessment).

A renewed emphasis on accuracy and speed of reporting

The importance of accuracy

- The results must be accurate otherwise they are misleading and unhelpful;
- Inaccurate results can damage a child's confidence and lead to upset and distress; and
- Any inaccuracies, no matter how innocent or excusable, reflect badly on SDE.

The importance of speed

- While the accuracy of results is always of paramount importance, and more important than speed of reporting or any other consideration, the time taken to report can be an anxious wait for parents and is often an issue that is raised with us in conversation with parents (for example, parents calling the Office to chase results);
- If the time taken to report is too long, students will benefit less from the video feedback (as their recollection of the questions and their thought processes when answering the questions will dissipate) and SDE's reputation will suffer, especially as some companies are turning around their results very quickly (even on a same-day basis);
- By reporting quickly, we can also reduce the number of calls and emails to the Office chasing results, as well as giving parents the impression that we are working efficiently; and

In this role you will be required to work at weekends. Your working week is likely to be either Thursday to Monday (including Saturdays and Sundays) or Friday to Tuesday (including Saturdays and Sundays) but we will expect you to show flexibility where possible.

To apply:

Send your CV and a covering letter to hkang@sde11plus.com

SDE is committed to child safeguarding. An Enhanced DBS and other background checks will be carried out on the successful applicant.