



ROLE TITLE: Assessment Delivery Officer

NEBDN – National Examining Board for Dental Nurses

Our Mission

‘To provide lifelong career development for Dental Nurses.’

Our Vision & Values

‘To be the leading awarding organisation dedicated to Dental Nursing and course development, empowering excellence in education.’

We pride ourselves on being:

- FAIR
- PROFESSIONAL
- COLLABORATIVE
- INNOVATIVE
- INCLUSIVE

Job Title:	Assessment Delivery Officer
Accountable To:	Assessment Delivery Team Lead
Accountable For:	N/A
Location:	Office based – Hybrid Working Structure

Purpose

Effectively and efficiently deliver day to day services to stakeholders, with a particular focus on assessment. Work closely with the Assessment Delivery Manager and other team members to ensure there is a seamless end to end customer journey, using systems and processes effectively to ensure high-quality assessments are maintained. Work flexibly and support the assessment process, including weekends when required.

Key Responsibilities

Assessment

1. Provide centres with the information and guidance they require to enable learners to be admitted onto NEBDN assessments.
2. Deliver to the highest standards of service excellence ensuring all exam related enquiries are managed appropriately escalating where necessary.
3. Effectively utilise processes and systems and identify areas for improvement and innovation.
4. Support the delivery of administrative processes for the training of Associate examiners.



5. Organise and administer examinations across the whole qualification portfolio.
6. Support the entries process examination sessions learners are entered for and allocate examiners appropriately to facilitate or mark assessments.
7. Assist with the production of exam papers and marking sheets using NEBDN's exam software.
8. Monitor exam equipment stock and order where necessary.
9. Support the delivery of marking across all qualifications and the timely production of results ensuring full compliance with agreed policies, procedures and regulatory requirements.
10. Assist with the award of qualifications and the production and effective distribution of certificates. Process orders and take payments for certificates, certificated letters, and badges.
11. Ensure any centre appeals from learners are dealt with following the correct procedures.
12. Contribute to effective development of new assessment methods when required.
13. Contribute to Committee meetings when required.

General Requirements

1. Ensure that all responsibilities are undertaken in an effective and appropriate manner which meet the requirements of NEBDN.
2. Seek to continuously improve in all aspects of the job role in order that the quality audit team delivers the best possible service.
3. Positively participate in internal/external meetings and training.
4. Positively participate in regular one to ones and annual appraisals.
5. Actively adhere to all NEBDN's policies and procedures at all times.
6. Work in accordance with NEBDN's culture, values, aims and objectives
7. Act as a positive ambassador for the charity at all times.
8. Undertake any other duties that may be reasonably required from time to time.
9. Maintain strict confidentiality of information conveyed by the Executive Team, The Leadership Team, Managers, Managers, Trustees, beneficiaries, staff and external



organisations, acknowledging the need for professional sharing of information with relevant parties.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, the Charity may make any necessary change in job content or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's role.

Person Specification

PERSON SPECIFICATION		
CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT CV/Interview
QUALIFICATIONS:		
Qualification to at least GCSE standard Including Maths and Englis (relevant experience will compensate)	E	CV
Evidence of commitment to own continuing professional development	E	CV
PROVEN EXPERIENCE:		
At least two years administrative experience ideally in an educational setting	D	CV/INT
Experience of working effectively as a team member	E	CV/INT
Experience of effectively using Microsoft Office 365 or equivalent processes	E	CV/INT
Experience of working with curricula, examination and assessment plans	D	CV/INT
Experience of delivering excellent customer service	E	CV/INT
Experience of working flexibly, managing tight deadlines effectively	E	CV/INT
KNOWLEDGE SKILLS & ABILITIES:		
Excellent verbal and written communication skills	E	CV/INT
Excellent attention to detail and accurate data inputting skills	E	INT
Excellent customer service skills	E	INT
Excellent organisational skills and ability to prioritise multiple tasks using own initiative	E	INT
Excellent IT skills with ability to prepare reports in Word, spreadsheets in Excel and Power Point presentations	E	INT
Able to effectively work as part of a busy team	E	INT/ASSESSMENT
Able to build and maintain effective and cooperative relationships, both internally and externally	E	INT
BEHAVIOURS:		
High standards of personal ethics, honesty, and integrity	E	INT/ASSESSMENT



A genuine desire for service excellence and continuous improvement	E	CV/INT
Self-motivated and ability to work independently when required	E	CV/INT
OTHER ATTRIBUTES:		
Full Driving Licence	D	INT
Ability and willing to travel on business when required including overnight stays	E	INT
Able to work flexibly when required, including evenings and weekends.	E	INT
Empathy with NEBDN's aims and objectives.	E	INT

This is not an exhaustive list of duties, responsibilities and accountabilities within this post. This job description reflects the current main organisational responsibilities and accountability for this post. In the context of future business development, these priorities may develop and change in consultation with the post holder in line with service business needs and priorities.

CRITERIA COMMON TO ALL JOB DESCRIPTIONS:

A job description sets out the purpose of the job, where it fits into NEBDN's structure, the context within which the job holder functions and the principal accountabilities of the job holders, or the main tasks they must carry out. It is not a definitive work plan but an outline of the role and function, it is not intended to describe all specific tasks and NEBDN reserve the right to amend it at any time.

EQUAL OPPORTUNITIES STATEMENT:

All employees are required to adhere to and promote the principles and operation of NEBDN's policies regarding Equality & Diversity, to ensure that the services provided are relevant to ethnically diverse communities and other disadvantage groups.

COMMENSURATE STATEMENT:

At times the post holder will be required to undertake other duties and responsibilities of a similar level and nature in order to support workload peaks and resources and skill shortages, ensuring priorities are met. This will be sensitive to available resources and individual skills and will generally be within the same area where possible.

ADHERENCE TO EMPLOYEE HANDBOOK, POLICIES AND PROCEDURES:

NEBDN is an ever-growing organisation and in some areas data collection of, suppliers, and staff members are an essential part of the business.

All employees have an obligation to read, understand and then sign policies and procedures, and by doing so is an acknowledgement their having read them and understood them, especially those that are pertinent to this role.

Print Name: (Employee)	Print Name: (Line Manager)
Signature:	Signature:
Date:	Date:

