

## Job Description

<b>Job Title:</b>	<b>Assessor</b>
<b>Accountable to :</b>	<b>Chief Assessor, (relevant) Senior Assessor, Customer Experience Manager</b>

### Main function of work

- Assessment of learners against ESB International qualification specifications
- Writing individual reports to ESB International specified standards
- Complete all online required administration activities (invitation acceptance, personal details, learner management, report writing and uploading)
- Complete all standardisation, moderation and training activities as required by ESB International.

### Main areas of responsibility

#### Assessments of Learners

The Assessor is required to:-

- Understand and promote ESB International's philosophy
- Demonstrate excellent knowledge of specifications to ensure each learner is accurately and fairly assessed against the relevant assessment criteria
- Set a relaxed atmosphere in which learners feel at ease to give of their best
- Encourage and promote effective communication
- Listen and respond to each learner with an open mind, free from prejudice
- Question and discuss with genuine interest
- Ensure members of the group are involved throughout
- Ensure each learner is given the time set out in the relevant qualification specification
- Complete a report on each learner, giving constructive criticism, encouragement and clear goals for future development
- Ensure comments are reflective of the marks allocated.

#### Administration

- Reply promptly to invitations to assess from the My ESB Hub (within three days at the latest).
- Ensure online reports are completed promptly within 48 hours of completion of the assessment and are uploaded to My ESB Hub within three days.
- Retain notes from assessing for a period of 3 months, in case of an Enquiry, complaint or loss.
- Ensure post-assessment surveys are completed (No fees can be paid until the survey is received).
- Submit expense claims electronically with scanned copies of original receipts attached within 3 months of fulfilling the contracted service. These must show all costs in pounds sterling with foreign currency converted at the correct exchange rate/contain the session/booking number and brief description of the nature of the claim, including the date and location.

## Safeguarding and Protection

- ESB International is committed to safeguarding and protecting ESB International learners. As such, all Assessor posts are subject to a safer recruitment process, including the necessity to supply evidence of a Basic Disclosure Check.
- Assessors must be accompanied by another adult when assessing children, young people and vulnerable adults. If a centre does not provide this adult, the assessment must not commence until it is rectified.
- Assessors are required to follow a range of policies and procedures to promote safeguarding.

## Availability

- We ask all Assessors to complete the below table. We ask for a commitment of at least **three** sessions in 'Summer Peak', **one** in 'Spring Peak' and **one** in Winter Peak'. This is the minimum requirement. Assessors are not required to be available for the whole of each session, just to be able to work the normal days within it e.g. if the Assessor only works Mondays and Tuesdays, we would expect the Assessor to be able to work Mondays and Tuesdays in any of the elected sessions. Assessors who repeatedly reject invitations may not be invited back for the following academic year.

Winter Peak - Dates
Dec Week 1
Dec Week 2
Dec Week 3
Spring Peak - Dates
Mar Week 3
Mar Week 4
Apr Week 1
Summer Peak - Dates
May Weeks 1 & 2
May Weeks 3 & 4
June Weeks 1 & 2
June Weeks 3 & 4
July Weeks 1 & 2
July Weeks 3 & 4

## Training and Development

- It is a contractual requirement to attend Annual Assessor Training and, where appropriate, workshops, upskilling events, training/standardisation days as specified by ESB International, in line with the regulatory authorities. Assessors not attending Annual Training may not be invited to sit on the panel for the following year.
- Keep up-to-date of changes in area of expertise/current trends in specialist areas, e.g. for new qualifications and standards
- Receive regular moderation (both face-to-face and report-based)
- Consider opportunities for further training and ongoing CPD.

## General

- Make contact with other panel members who are assessing the same qualification in the same centre at the same time, for standardisation purposes
- At the discretion of ESB International and of the centre, accept observer(s) at an assessment
- Accept a trainee (at the request of ESB International) for training and observation purposes
- Accept an ESB International Moderator for moderating purposes
- Assessors must be resident in the UK with eligibility to work.

## Person Specification

<b>QUALITIES</b>	<b>ESSENTIAL CRITERIA</b>
Qualifications and Experience	<ul style="list-style-type: none"><li>• Relevant degree/professional qualification at level 5 or above and/or significant experience of teaching and/or experience working as an assessor</li><li>• Excellent knowledge of products/qualifications in the relevant language and/or speech portfolio</li></ul>
Skills and Capabilities	<ul style="list-style-type: none"><li>• Excellent interpersonal skills</li><li>• Ability to listen and respond with an open mind, free from prejudice</li><li>• Ability to respect and maintain confidentiality</li><li>• A good understanding of data protection law, particularly in relation to handling personal data</li><li>• Good level of IT competence - Microsoft office and business systems</li><li>• A facilitative approach to problem-solving and a 'can do' mind set</li><li>• Attention to detail</li><li>• Excellent organisational skills</li><li>• A commitment to continuous improvement</li><li>• High levels of personal and professional integrity</li><li>• A proactive, flexible and versatile approach</li><li>• Ability and willingness to travel both in the UK and internationally (international travel not essential, but is desirable)</li><li>• Drive, enthusiasm and resilience</li><li>• Committed to equality and diversity</li><li>• Available to work a minimum of two days a week during peak assessment periods</li></ul>