

# Medway Test Marshal

**DESIGNATION** Medway Test Marshal

**DEPARTMENT** Education Access

**RESPONSIBLE TO** Test Lead

**GRADE** Casual

## 1. MAIN PURPOSE OF JOB

To support the delivery and administration of the Medway Test at designated Test Centres. To provide a visible customer service presence, support parents/carers and candidates, assist with registration processes, and work under the direction of the Senior Officer and Test Lead to ensure smooth, safe test delivery.

## 2. KEY RESPONSIBILITIES

- Act as the main customer service presence including queue and parent/carer management.
- Support Senior Officer and Test Officers in the delivery of the test day.
- Assist with candidate supervision during breaks.
- Assist Registration Lead with registration administration.
- Be a visible point of contact for parents/carers on test day.
- Signpost parents/carers to registration, waiting and collection areas.
- Check parents/carers have correct paperwork and provide spare Test Day Contact forms.
- Maintain a calm and supported environment for parents/carers and candidates.
- Provide clear information and direct complex queries to the Medway Council hotline.
- Provide complaint guidance directing parents/carers to Medway complaints webpage.
- Encourage parents/carers to leave site calmly after registration and return quietly for collection.
- Escort candidates to/from test rooms and holding areas when required.
- Act in a Test Officer role in the test room if requested by the Test Lead.
- Assist end-of-day collection ensuring swift, safe candidate pickup.
- Assist with test site setup and pack-down.

## 3. PERSON SPECIFICATION

### Essential

- Ability to understand and follow written and verbal instructions accurately.
- Ability to communicate with members of the public calmly and professionally.

### Desirable

- Educated to GCSE level or equivalent, including English and Maths.
- A current full First Aid Certificate.
- Additional training in safeguarding or customer-service-focused roles.

## **Experience**

### **Essential**

- Experience working in customer-facing environments.
- Experience communicating with members of the public calmly and professionally.

### **Desirable**

- Experience working with children or young people in an educational or structured setting.
- Experience supporting large events, crowds, or queue management.
- Experience supporting administrative or registration processes.

## **Skills**

### **Essential**

- Strong interpersonal and communication skills, including the ability to reassure anxious parent/carers and candidates.
- Ability to give clear directions and provide accurate information calmly to parent/carers.
- Ability to identify potential issues (e.g., large queues, distressed parent/candidates) and take appropriate action.
- Ability to work effectively as part of a team under the direction of the Test Lead and Registration Lead.
- Good organisational skills, especially during busy arrival and collection periods.

### **Desirable**

- Ability to take ownership of tasks and complete work accurately and reliably.
- Ability to foresee potential problems and support in resolving them quickly and safely.
- Good organisational skills, including managing movement of candidates during breaks and toilet escorts.

## **Personal Qualities**

### **Essential**

- Friendly, professional and calm manner, especially when dealing with high-pressure situations and anxious parent/carers/candidates.
- Ability to remain patient, reassuring and confident when speaking with large groups or individual parent/carers/candidates in a calm and authoritative manner.
- Demonstrates understanding of varied customer needs and the importance of managing expectations.
- Proactive approach to assisting others and supporting the wider test-day team.
- Punctual, reliable and committed to maintaining a safe and orderly test environment.
- Commitment to equality, diversity and inclusive practice.

### **Desirable**

- Demonstrates integrity and responsibility in all interactions.

## **Other Requirements**

- Must pass safeguarding checks to escort candidates to toilets and holding areas.
- Must be able to remain standing or walking for extended periods to supervise entry, exit and movement around the site.
- Must adhere to all procedures in the Test Regulations, Staff Manual, training sessions, test day instructions.

- Willingness to work outdoors or in busy public-facing areas depending on venue layout.
- Willingness to work at different test venues as required.
- Must be available for all allocated test dates and required training sessions.