

Appendix A: Job Description

Exam Administrator

Speech New Zealand

With over 60-years of experience, Speech New Zealand provides free teaching syllabi in oral communication to itinerant, private and classroom teachers on oral communication skills. These syllabi are expertly developed to meet the community's needs with clear learning progressions and support from our teachers and volunteers. Students are provided the opportunity to complete their grades in a relaxed one-on-one or group setting with written feedback and a certificate or badge of achievement.

As the leading provider of oral communication training and assessments, we are focused on content that serves the people of Aotearoa New Zealand including, professionals, those wishing to up-skill, teachers and those for whom English is another language. We believe these life skills improve a person's sense of belonging, social interactions, employment and promotion prospects, mental wellbeing and ability to advocate for oneself and their community.

Values Statement

Speech New Zealand are guided by our values of:

- Inclusion: An accessible, inclusive and safe environment to find your voice and advocate for you and your community
- Growth: To support and empower ambition, creativity, master and achievement
- Integrity: We show respect, kindness, empathy and trust
- Collaboration: We work with communities and partners to create accessible, responsive and innovative opportunities

Relationships

Appointed by: Executive Officer

Reporting Manager: Executive Officer

KEY RELATIONSHIPS	
INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Executive Officer	Consultant providers (IT, Accountant / Finance, Auditor)
National Office Staff	Suppliers to Speech NZ
Speech NZ Casual Staff	Teachers / Clients
Programme staff	

Time Allocation

20 hours per week. These hours will be conducted Monday to Friday, between 9am – 5pm, unless otherwise discussed.

Duties and Responsibilities

Examination Coordination & Scheduling

- Manage the collection and processing of examination entries
- Prepare and maintain examination schedules in collaboration with teachers, examiners, and supervisors
- Coordinate examiner and supervisor availability to ensure efficient delivery of exam sessions
- Monitor timelines and ensure all examination milestones are met

Exam Operations & Administration

- Support the delivery of Speech NZ examination tours from planning through to completion
- Prepare and distribute examiner and supervisor documentation and materials
- Maintain accurate records of examination activity, entries, and outcomes
- Assist with theory examination administration alongside the wider team

Stakeholder Coordination & Support

- Act as a key point of contact for teachers, examiners, and supervisors
- Respond to scheduling requests and examination queries in a timely manner
- Provide guidance and support on systems, processes, and requirements
- Escalate complaints or complex issues to management as appropriate

Logistics & Tour Coordination

- Coordinate bookings for venues, accommodation, and travel
- Ensure all logistical requirements are in place for exam delivery
- Manage last-minute changes and adjustments as required
- Support health and safety requirements for examination delivery

Results Processing & Reporting

- Collect, check, and distribute examination reports and results
- Coordinate amendments to reports where required
- Collate data to support certificate and badge processing
- Maintain accurate records of results and feedback

Systems & Process Support

- Maintain and update contact databases and records
- Support the use and ongoing improvement of examination systems
- Assist with testing, troubleshooting, and basic IT support where required
- Contribute to the development of efficient administrative processes

Financial & Administrative Support

- Support refund processing in line with organisational policies

General Operational Support

- Provide administrative support across National Office as required
- Collaborate with team members to ensure continuity of operations
- Maintain up-to-date documentation of processes and procedures
- Contribute to a professional and collaborative team environment