

JOB DESCRIPTION

JOB TITLE	Deputy Examinations Operations Manager
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Head of Examinations
RESPONSIBLE FOR	Team Leader (UK/Public), Team Leader (UK/ROA & Private), Team Leader (International), Reasonable Adjustment Officer, casual staff/temps (seasonal)
COUNTERSIGNING MANAGER	N/A
GROSS ANNUAL SALARY	£30,000 - £34,000
HOURS OF WORK	35 hours per week; Monday to Friday plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS	Head of Examinations, Team Leader (UK/Public), Team Leader (UK/ROA & Private), Team Leader (International), Reasonable Adjustment Officer, Examinations department, Relationship Manager, Qualifications Manager
INTERNAL	
EXTERNAL	Centres, Teachers, Parents, Learners. Regulators, Examination Committee, Examiners Unecom, Key Travel
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
HOLIDAY ENTITLEMENT	28 days per year plus bank holidays; (This is inclusive of any days when LAMDA may be closed i.e. towards Christmas closure)
PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
BENEFITS	After six months of continuous service and on successful completion of the probationary period, you will become eligible for the following benefits:
(1) GROUP LIFE ASSURANCE	LAMDA offers a death in service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
(2) SEASON TICKET LOAN	LAMDA offers an interest free loan for the purchase of an annual season ticket

(3) CHILDCARE BENEFIT SCHEME	LAMDA offers childcare vouchers as part of a salary sacrifice scheme. This benefit will enable employees to make significant savings on their tax and national insurance contribution
(4) EMPLOYEE ASSISTANCE PROGRAMME	LAMDA offers an employee assistance programme (EAP) which is confidential and easy to access. This service is available to staff 24 hours a day, 7 days a week.

Job purpose

The primary focus of this role is to act as line manager for the operations administrative team in the examinations operations department, in order to meet the department's operational and business objectives, which will contribute to LAMDA's overall business objectives.

Duties and Responsibilities

- To assist the Exams Operations Manager to assess and recruit the department's operational administrative workload, to deliver all operational services within Customer Service Level Agreements and to respond to changing priorities.
- To line manage the Operations Examinations Team Leaders to meet the department's objectives by setting and monitoring appropriate individual workloads and objectives, reviewing performance, undertaking appraisals and providing appropriate training.
- To lead the administration and processing of examination entries and examination scheduling in accordance with operating procedures and operating standards.
- To support Results Team Leader with results processing in accordance with operating procedures and operating standards. To lead on results processing in the absence of the Exams Operations Manager.
- To lead on the planning and delivery of Public Centres exam dates and act as the main point of contact for UK and International Representatives
- To manage and update all customer facing entry forms, dates lists and guidance documents. To update all relevant logs and ensure updates are effectively communicated to customers.
- To manage the Allocations and Date Bookings Team and ensure sufficient resources (examiner and staff) are maintained to meet customer demand.
- To facilitate the administration of examiner allocation to examination sessions in accordance with operating procedures and operating standards. To liaise with the Chief Examiner and Deputy Chief Examiner on the allocation of Examiners to sessions and report additional resource needs.
- To liaise with the Quality and Compliance Manager, Chief Examiner and Deputy Chief Examiner on the allocation of Examiners for monitoring purposes.
- To prepare and present regular and timely reports as required.

- To ensure adherence to and implement internal policies, procedures and operating standards at all times and to contribute to their annual review and improvement in line with statutory and best practice guidance.
- To conduct regular team meetings, 1-1s, appraisals for team members.
- To attend Exams Managers meetings, escalate issues and cascade information to the UK Public team.
- To assist/lead (mw) with all auditing processes, including LAMDA offices, Public and Private Centres, Examinations Panel and ROAs.
- To allocate customers to Exams Administrators and review workloads alongside Team Leaders.
- To support the Exams Operations Manager in ensuring that all financial administration is completed, following process and in line with deadlines.
- To act as deputy to the Exams Operations Manager as and where required.
- Any other reasonable duties as identified by line-management

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<p>Strong skills in:</p> <ul style="list-style-type: none"> -Project Management -Good organisational skills -Excellent interpersonal skills -Strong IT skills -Strong oral and written communication skills 		Application/ Interview
KNOWLEDGE	-Examinations / Education administration		Application/ Interview
EXPERIENCE	<ul style="list-style-type: none"> -Experience in operations, IT and administration -Supervisory experience -Previous administrative experience is essential 	-Experience from educational or regulatory environment	Application/ Interview
QUALIFICATIONS	-Minimum of A Level or equivalent		Certificates (If applicable)
QUALITIES	<ul style="list-style-type: none"> -Good organisational skills and attention to detail -Flexible and adaptable -A strong team player -Proven team leadership skills -Self-starter and autonomous -Proven ability to work under pressure -Focused, highly efficient and self-motivated with the ability to think creatively and to take the initiative to meet strict deadlines across a number of simultaneous projects -Collaborative team player with ability to communicate clearly and effectively with both internal and external suppliers 		Application/ Interview

ABOUT LAMDA

LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation. Following the completion of our new facilities in west London, the Academy welcomed Sarah Frankcom as Director and is now fully registered as an independent HEP (Higher Education Provider). These changes are exciting and critical to the long-term sustainability of LAMDA, bringing with them our ambitions to be an even more accessible LAMDA, representing people from all corners of the UK and beyond in recruiting and training the most creative and innovative theatre makers.

Founded in 1861, LAMDA (London Academy of Music & Dramatic Art) is a world-leading conservatoire offering exceptional vocational training to actors, stage managers, technicians and directors. In addition to six validated degree programmes, LAMDA offers a Foundation Diploma and a number of validated semester and summer short courses.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA will now operate independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumni Benedict Cumberbatch was appointed the Academy's President, and in February 2019, Sarah Frankcom was appointed LAMDA's new Director.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.