



JOB DESCRIPTION

JOB TITLE	Examinations Administrator
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Team Leader, Examinations
GROSS ANNUAL SALARY	£20,000 - £21,500
HOURS OF WORK	35 hours per week; Monday to Friday, plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS	Team Leader, Operations Manager, Results Officer, Quality & Compliance Manager, Events Officer, Chief Examiner, Deputy Chief Examiner, Customer Services, Finance Assistant, Qualifications team, Relationships Manager, Drama School
INTERNAL	
EXTERNAL	Centres, Centre Coordinators, Teachers, Parents, Learners, Regulators, Key Travel, Unecom, Aura
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 purpose of this job is to support the administration of UK and International public, private and ROA examination sessions in delivering activities in order to meet the business objectives of Examinations and, ultimately, of LAMDA Limited.

DUTIES AND RESPONSIBILITIES

Information and Customer Service

- To deal with general enquiries, queries and requests for information in writing, by email or telephone, in accordance with departmental procedures and operating standards, and to fulfil all requests for information.
- To administer the examination results and certificate printing.
- To be the first point of contact for a group of customers allocated to you by your Line Manager. To manage their scheduling, allocations and results requirements. To escalate any EARs, complaints, payment issues or queries for those customers. To support customers to pay via BACs, submit entries electronically and to utilize LAMDAs electronic systems and website as much as possible.
- To escalate workload issues and request additional resource if SLAs are in jeopardy.
- To work as a buddy for other members within the team and across the examinations department to provide additional resource where needed

Examinations support

To provide examinations support including:

- Scheduling examinations, including checking and dispatching examination schedules, reports and supporting materials and dealing with related queries.
- Assisting customers in the use and instruction of the ExamTrack and/or website entry system and dealing with related enquires.
- Processing of exam results in accordance with operating standards and procedures, including entering, checking, despatching results, and dealing with related enquiries. Working with the Results Officer to obtain guidance and receive training.
- Printing and dispatching LERs, certificates and other material
- Liaising with Public Centre representatives about arrangements for exam sessions including representative expenses, and organizing Public Centres in the absence of a Public Centre Representative.
- Undertaking financial administration such as fee payments, debt control, fee refunds, examiners' expense claims process, the Transfer Credit Voucher process and the daily Payments Received Reports. Liaising with the Finance Assistant to chase late payments for your customers and resolving their queries.

- Administering the date booking process, entry submissions pre-checks and overdue entry submissions.
- Supporting and following procedures for any enquiries about results, special considerations or appeals where asked to do so.
- Dealing with customer enquiries and queries, providing guidance on LAMDA's policies and procedures.
- To provide stewarding resource for ROA examinations in the absence of available alumni stewards.
- To manage London Publics a maximum of 2 weekends per year.
- To manage the Emergency Phone a maximum of 2 weekends per year.

General duties

- To undertake general duties such as filing, photocopying and administering departmental post, and any other aspects of the department's work as necessary, supervising temporary staff as required.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS/ ABILITIES	<ul style="list-style-type: none"> -Strong oral and written communication skills, and numeracy skills -Excellent customer service skills -Good organisational skills -Excellent interpersonal skills -Initiative and problem-solving skills 	<ul style="list-style-type: none"> -Qualifications in Customer Services Administration 	Application / Interview
KNOWLEDGE	<ul style="list-style-type: none"> -Basic IT knowledge -Basic marketing knowledge 		Application / Interview
EXPERIENCE	<ul style="list-style-type: none"> -Previous administrative experience -Previous experience in or customer services role 	<ul style="list-style-type: none"> -Experience of working in externally regulated business -Experience of working in a customer service role -Previous experience within an educational environment 	Application / Interview
QUALIFICATIONS	<ul style="list-style-type: none"> -Minimum 'A' level Standard 	<ul style="list-style-type: none"> -Qualifications in subjects requiring written coursework/essays 	Certificates

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.

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.