

JOB DESCRIPTION

JOB TITLE	Examinations Coordinator x2
TYPE OF CONTRACT	Permanent, Full-time
RESPONSIBLE TO	Team Leader (UK Private/ UK Public/ International and ROA/ Results)
GRADE AND SALARY	Grade 2 £24,687 - £27,786 Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
HOURS OF WORK	35 hours per week; 4 days weekday (Monday, Tuesday, Thursday & Friday) 1 day weekend
KEY WORKING RELATIONSHIPS	Examinations Operations Manager, Deputy Examinations Operations Manager, Examinations Coordinators, Qualifications Teams, Examiners Team, Finance Department, Customer Services and Relationship Manager
INTERNAL	
EXTERNAL	Examinations UK customers, Examiners, UCAS, Regulators (Ofqual, Qualifications Wales, CCEA), Learning Record Service, Unecom
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
(2) 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
(3) MATERNITY, PATERNITY AND ADOPTION PAY	Enhanced maternity, paternity and adoption pay will be made for eligible employees
(4) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly

	experienced and knowledgeable doctors
(5) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues
(6) MENTAL HEALTH SUPPORT	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
(7) CYCLE TO WORK SCHEME	LAMDA offers a salary sacrifice cycle to work scheme
(8) EYE TESTS	Sight test costs is reimbursed to employees who require VDU use
(9) HYBRID WORKING	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home
(10) GROUP LIFE ASSURANCE	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
(11) SEASON TICKET LOAN	LAMDA offers an interest-free loan for the purchase of an annual season ticket
(12) REWARDS MARKETPLACE	You are eligible to join our reward scheme in which you can take advantage of discounts and perks in 1000s of brands from a wide variety of categories

JOB PURPOSE

The purpose of this job is to support the administration of UK and International public and private examination sessions in delivering activities to meet the business objectives of the Examinations Department and, ultimately, of LAMDA Limited.

DUTIES AND RESPONSIBILITIES

1. Information and Customer Service

- To deal with general enquiries, queries and requests for information in writing, by e-mail or telephone, in accordance with departmental procedures and operating standards, and to fulfil all requests for information
- To administer the Operations email central Inbox, distributing emails to appropriate staff, ensuring meeting service standards for the distribution of all customer queries
- To deal accurately, courteously, and promptly with queries relating to assessments and to provide advice and guidance to customers and learners, with regards to LAMDA's assessment regulations and procedures

- To support customers with exam entry and payment processes
- To provide administrative support for Examiners, Customers, and staff on ExamTrack (exams management system), Freshdesk (emailing system) and Key Travel (Travel Management Company)

2. Examinations support

To provide examinations support to the Operations Team, working either in the Scheduling Team (UK and International) or Results Team. Depending on business activity, you may be required to move across Teams to ensure business needs are met.

Responsibilities include:

A) Scheduling

- To manage the exam entry process, make amendments to entries (withdrawals, change of examination, etc) and allocate exam fees
- To manage the examination preparation process, including conducting prechecks, timetabling events and liaising with key internal and external stakeholders about exam delivery
- To accurately produce, check and disseminate confidential examination timetables materials within published Service Level Agreements
- To assist in the management of examination days in accordance with regulatory requirements, including preparing examination days, starting an examination, dealing with emergencies, irregularities, and malpractice/maladministration, ending examination sessions and distributing and collecting examination materials and reports
- To raise Examiner payment and work instructions, distribute and collate examination and results materials, and resolve/ escalate any queries
- Use LAMDA's in-house database (ExamTrack and LES) to record all information relevant to a learners' exam journey, from exam entry through to assessment, marks and finally awards
- To ensure accurate data entry and maintenance of learner, customer, centre, and examiner records on LAMDA's exams management system (ExamTrack)
- Liaise with Allocations Team on the booking of exam sessions, and allocations of Examiners and Stewards to sessions
- Liaise with Public/ Local Representatives about arrangements for examinations, inclusive of safety checks, and venue and steward hire
- To steward examinations in-person or remote as and where required, in accordance with LAMDA's operating policies and procedures
- Arrange the dissemination of examination materials and results in accordance with GDPR (General Data Protection Regulations) and SLAs
- To support the process relating to access arrangements, in line with regulatory and legislative requirements. To refer all reasonable adjustment applications and queries to the Qualifications Assessments Officer (or Qualifications Team) and ensure agreed provisions are communicated and are in place to ensure equal access to LAMDA's qualifications
- Liaise with the Qualifications and Examiner Teams on the reassessment of learners
- Ensure that all required information, including that for external learners, is obtained and submitted accurately within set deadlines in relation to examination entries, changes, withdrawals, remark requests, and assessment data

B) Results

- To support the quality assurance and regulatory compliance for all examination results
- To administer and ensure the validation, moderation, awarding and certificating of results

- To ensure the timely and accurate transfer of invalidations, scrutiny and monitoring to the appropriate teams
- To support the results validation process in accordance with regulatory requirements
- To liaise with the Deputy Chief Examiner on the scrutiny and moderation of results
- To process duplicate certificates, letters of attestation and history transcripts for the Examinations Department, and keep all corresponding logs updated
- To assist the Quality and Compliance Team with any Enquiries About Results (EARs) and Appeals, including any amendments to previous awarding
- To ensure the secure handling of certificate stock in accordance with the General Conditions of Recognition, as set out by the Regulators
- To undertake stock checks of certificates and medals where necessary
- To log all Examiner Administration and Assessment issues in the Examiner Quality Log and escalate where relevant to the Exams Management Team

Other Duties

- To support the Allocations Team and answer any Examiner Emergency calls during weekdays and weekends, as required
- To support the maintenance of archive files and historical data relating to assessments and examination results
- To attend and contribute to regular staff meetings, team meetings and 1:1s, and escalate issues where applicable
- To liaise with the Finance Team on the payment of examination fees in accordance with LAMDA's policies and procedures
- Undertake financial administration and reporting in the absence of the Finance Team. Inclusive of allocating / resolving fee payments, debt and credit control (refunds and vouchers), examiner payments, Representative commission, examiner and representative' expenses claim, and daily income reconciliation
- To assist in the annual review of guides, policies and procedures, and template communications to customers
- To recommend and assist in process improvements and systems developments to improve the efficiency of the Examinations Department.
- To ensure adherence to and implement examinations policies, procedures, and operating standards at all times and to contribute to their annual review and improvement to ensure full compliance with Regulators' Conditions of Recognition and LAMDA's quality assurance processes.
- To support and adhere to accurate data record management and dissemination of information, in accordance with GDPR and operating policies and procedures
- To undertake general duties such as filing, photocopying, and administering departmental post, and any other aspects of the department's work as necessary, including supervising temporary staff as required
- To undertake other aspects of the Examinations Department's work when required

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 oral and written communication skills, listening and numeracy skills</p> <p>Excellent customer service skills</p> <p>Good organisational skills</p> <p>Excellent interpersonal skills</p> <p>Good time management skills</p>	<p>Ability to demonstrate sensitivity and diplomacy when communicating information</p>	<p>CV/Cover letter/ Interview</p>
KNOWLEDGE	<p>Basic IT knowledge</p> <p>Ability to maintain confidentiality of learner and customer records, examination materials and financial data</p>	<p>Previous experience with database software</p> <p>Experience and understanding of exam delivery</p>	<p>CV/Cover letter/ Interview</p>
EXPERIENCE	<p>Strong working knowledge of Microsoft packages, databases and use of emails</p> <p>Complying with the requirements of regulatory bodies</p>	<p>Previous administrative experience in a regulatory examinations or education setting</p> <p>Handling a high volume of work of detailed work, whilst adhering to strict guidelines</p> <p>Previous experience of working in an office or data driven environment</p> <p>Experience of working with databases and managing data input</p> <p>Previous experience in a marketing and/or customer service role</p> <p>Awareness of quality assurance frameworks/ regulatory frameworks</p>	<p>CV/Cover letter/ Interview</p>

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Strong literacy and numeracy skills; must have GCSE English and Maths (or equivalent) at minimum Grade C	Further or higher education qualification(s)	Certificates (If applicable)
QUALITIES	<p>Flexible and adaptable</p> <p>Strong Oral, written communication and numeracy skills</p> <p>Should be a self-starter</p> <p>Proven ability to work under pressure, whilst maintaining accuracy and attention to detail</p> <p>Proven ability to manage priorities and workloads effectively</p> <p>Strong team-working skills</p>	<p>Ability to follow relevant policies, procedures and regulations to complete work</p> <p>Commitment to safeguarding and promoting the welfare of young people</p>	CV/Cover letter/ Interview

ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019 and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six-degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

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 alumnus Benedict Cumberbatch was appointed the Academy's President.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

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.