



JOB DESCRIPTION

JOB TITLE	Examinations Quality and Compliance Manager
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Head of Examinations
RESPONSIBLE FOR	Customer Service and Complaints Officer, Quality and Compliance Administrator
COUNTERSIGNING MANAGER	N/A
GROSS ANNUAL SALARY	£27,349 to £30,387
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, Customer Service and Complaints Officers, Quality and Compliance Administrator, Examinations department, Relationship Manager
INTERNAL	
EXTERNAL	Regulators, Examinations customers – Centres, teachers, parents, learners.
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 Quality and Compliance Manager is responsible for all aspects of Internal and External Quality Assurance which includes our customers and examiners, ensuring LAMDA's continued compliance with regulatory conditions.

The role's purpose is to establish and maintain appropriate quality assurance systems thus ensuring LAMDA continues to operate as an Awarding Organisation. This includes managing operational risk, overseeing internal and external audits, self- evaluation processes as well as compliance checks and supporting models of good practice within the Awarding Organisation.

DUTIES AND RESPONSIBILITIES

- To lead the development and implementation of all compliance activity by establishing and managing all aspects of internal and external quality assurance to meet the sector requirements, maintaining up to date knowledge of developments in education policy and regulation
- To liaise with the Regulators on behalf of the Responsible Officer relating to queries, requests and event notifications, providing regular updates as required
- To provide data returns to the Regulators, UCAS and any other external organisations as required
- To develop and maintain appropriate policies, procedures and logs, leading a process of regular self-assessment with the Responsible Officer to ensure that LAMDA Examinations is compliant with all regulatory requirements
- To lead on the production of timely and accurate reports and communications on Quality, Standards and Compliance activity to the HOE, Examinations Committee, Examinations Management Team and other business areas as appropriate
- To ensure the validity of assessment by advising on the impact and relevance of all appropriate regulatory requirements
- To oversee the process of centre registration and, through monitoring and risk assessment ensure that all centres remain compliant
- To support and advise centres through the provision of feedback and guidance (including all relevant materials) on technical and regulatory issues.
- To support all relevant LAMDA staff on the effective implementation of all quality and compliance requirements and activities. To support and advise the Customer Services ,and Syllabus Teams on regulatory requirements in relation to complaints and Enquiries About Results (EARs)
- To manage the appeals procedure ensuring all appropriate parties monitor and respond to these in a timely manner and in accordance with regulatory requirements
- To manage the Customer Services Officers and Events Officer, providing all support, training and workload assistance needs
- To conduct regular team meetings, 1-1s, appraisals for team members
- To attend Examinations Managers meetings, escalate issues and cascade information to the Examinations
- To review and maintain the Examiner conflict of interest records

- To research external funding opportunities
- To manage the LAMDA email ticketing system.

Management Team and any other stakeholders

- To review proposed new workflows, software and ExamTrack developments to ensure quality and regulatory adherence is not jeopardized.
- To manage the Examiner monitoring process and provide additional administrative resource during busy periods.
- To liaise with the Chief Examiner to identify monitoring needs for the Examiner Panel
- To oversee internal auditing activities at LAMDA Exams.
- To monitor and ensure GDPR requirements are met across LAMDA Exams.
- To undertake any other appropriate activities at the request of the Head of Department.
- To act as the LAMDA Child Safeguarding Officer and contribute to LAMDA's safeguarding policies and procedures
- To regularly visit centres to ensure all aspects of their venues meet LAMDA requirements

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
SKILL/ ABILITIES	<ul style="list-style-type: none"> -Strong oral and written communication skills, including strong grammar and spelling -Strong proof-reading skills -Numeracy skills -Excellent customer service skills -Good organisational skills -Excellent interpersonal and influencing skills 	<ul style="list-style-type: none"> -Negotiating skills 	Application/ Interview
KNOWLEDGE	<ul style="list-style-type: none"> -A detailed knowledge of UK regulatory frameworks -Strong knowledge of speech and drama qualifications and graded examinations -Strong understanding of qualification design and assessment methodologies 		Application/ Interview
EXPERIENCE	<ul style="list-style-type: none"> -Awarding Organisation experience -Conducting awarding organisation Statement of Compliance/Self-evaluation/Validity audits 	<ul style="list-style-type: none"> -Previous experience of giving presentations 	Application/ Interview

	ESSENTIAL	DESIRABLE	METHODS OF ASSESSMENT
QUALIFICATIONS	-Degree or equivalent		Certificates / CV
QUALITIES	<ul style="list-style-type: none"> -Flexible and adaptable -Should be a self-starter -Proven ability to work under pressure -Proven ability to manage priorities and workloads -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/CV

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.