

## JOB DESCRIPTION

<b>JOB TITLE</b>	Examiner Allocations & Date Bookings Coordinator
<b>TYPE OF CONTRACT</b>	Permanent, full-time
<b>RESPONSIBLE TO</b>	Exams Operations Manager
<b>GRADE AND SALARY</b>	Grade 2 £23,498 - £26,448  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
<b>HOURS OF WORK</b>	35 hours per week; Monday to Friday plus evening and weekend work as and when necessary
<b>KEY WORKING RELATIONSHIPS INTERNAL</b>	Exams Operations Manager, Deputy Exams Operations Manager, Operations Team Leaders, Chief Examiner, Deputy Chief Examiner, Examinations department
<b>EXTERNAL</b>	Examiners, Customers – Centres, Centre Coordinators, Teachers, Learners, Parents
<b>PROBATIONARY PERIOD</b>	Your employment will be subject to a probationary period of 6 months
<b>BENEFITS</b>	
<b>(1) HOLIDAY ENTITLEMENT</b>	Generous annual leave of 28 days plus Bank holidays  (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
<b>(2) PENSION</b>	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
<b>(3) GP 24</b>	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
<b>(4) EMPLOYEE ASSISTANCE PROGRAMME (EAP)</b>	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

<b>(5) MENTAL HEALTH SUPPORT</b>	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
<b>(6) CYCLE TO WORK SCHEME</b>	LAMDA offers a salary sacrifice cycle to work scheme
<b>(7) EYE TESTS</b>	Sight test costs is reimbursed to employees who require VDU use
<b>(8) HYBRID WORKING</b>	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
<b>(9) GROUP LIFE ASSURANCE</b>	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
<b>(10) SEASON TICKET LOAN</b>	LAMDA offers an interest-free loan for the purchase of an annual season ticket

## **JOB PURPOSE**

To be responsible for allocating Examiners to examination sessions and to lead on the administration of date bookings for in-person and ROA examining days

To ensure the most cost-effective, efficient and appropriate Examiner is allocated to examination sessions

## **DUTIES AND RESPONSIBILITIES**

- To lead on the administration of date bookings for in-person and ROA examining days in accordance with operating standards and in adherence to pre-defined booking caps.
- To assist customers and Representatives with booking queries.
- To ensure session costs efficient, taking in consideration Examiner location and travel and subsistence requirements.
- To liaise with the Exams Operations Manager, Deputy Exams Operations Manager, all Operations Team Leaders and Representatives regarding all UK and International bookings.
- To add all approved Public Centre bookings onto ExamTrack each May, for the academic year ahead and to add additional sessions as and when approved by Public Centre Representatives and UK Public Centre Team Leader.
- To ensure centre records are accurate before accepting bookings, inclusive of Centre Contact details, Centre Type (Public or Private), Qualification Types allowed (ROA and/or In-Person) and exam venue(s).
- To report any discrepancies or changes of centre contacts to the Quality and Compliance Team.
- Work closely with the Chief Examiner, Deputy Chief Examiner and Examinations

Operations Manager to appropriately allocate Examiners to sessions.

- To act as the first point of contact for Examiners regarding allocations and assist in maintaining accurate Examiner diaries.
- To accept work on behalf of Examiners, when appropriate.
- To escalate issues of lack of Examiner availability and work with the Chief Examiner to identify available Examiners.
- To work with the Chief Examiner to ensure minimum service days are achieved for each panel member.
- To ensure an appropriate contingency number of Examiners are in place, who are available to attend sessions in the absence of the allocated Examiner/s.
- To resolve issues of Examiner availability on the day of the session and work with the Chief Examiner to identify and communicate the replacement Examiner.
- To escalate any reports of Conflicts of Interest to the Quality and Compliance Team and ensure Examiner records are up to date, so Examiner allocations are accurate.
- To manage the Examiner non-emergency phone line, resolving any Examiner queries regarding allocations and travelling to Centres.
- To manage Exams emergency phone line, resolving any Examiner / Representative queries.
- To find Examiner replacement in case of the emergency, escalate to the Management and liaise with Centre Coordinator where necessary.
- To attend Examiner meetings organised by the Chief Examiner, Deputy Chief Examiner and Examiner Panel Coordinator and provide training where necessary.
- To liaise with the Quality and Compliance Team to ensure monitors are allocated to examination sessions where applicable.
- To provide the Management Team with regular updates on Examiner allocations and date bookings and to identify excess and lack of hours worked for panel members.
- To attend regular staff meetings and provide updates as necessary.
- To undertake any other duties that may reasonably be requested.

***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

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>SKILLS / ABILITIES</b>	<p>Strong oral and written communication skills, and numeracy skills</p> <p>Excellent customer service skills</p> <p>Good organisational skills</p> <p>Excellent interpersonal skills</p> <p>Initiative and problem-solving skills</p>		CV/Cover letter/ Interview
<b>KNOWLEDGE</b>	Good IT knowledge		CV/Cover letter/ Interview
<b>EXPERIENCE</b>	Previous administrative experience or previous experience in or customer services role	<p>Experience of working in externally regulated business</p> <p>Experience of working in a customer service role</p> <p>Previous experience within an educational environment</p>	CV/Cover letter/ Interview
<b>QUALIFICATIONS</b>	Minimum 'A' level Standard	Qualifications in subjects requiring written coursework/essays	Certificates (If applicable)
<b>QUALITIES</b>	<p>Flexible and adaptable</p> <p>Good team-work ethic</p> <p>Strong oral, written communication and numeracy skills</p> <p>Should be a self- starter</p> <p>Proven ability to work under pressure</p> <p>Proven ability to manage priorities and workloads effectively</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.