

JOB DESCRIPTION

JOB TITLE	Team Leader (UK Public)
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Deputy Examinations Operations Manager
GRADE AND SALARY	Grade 4 £31,581- £35,544 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; Monday to Friday (9.30am – 5.30pm) plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS	Examinations Operations Manager, Deputy Exams Operations Manager, Examinations Coordinators, Examinations department, Finance, Customer Services and Relationship Manager
INTERNAL	
EXTERNAL	Examinations UK customers, Examiners, UCAS, Regulators (Ofqual, Qualifications Wales, CCEA), Learning Record Service
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) 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
(4) 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
(5) MENTAL HEALTH SUPPORT	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
(6) CYCLE TO WORK SCHEME	LAMDA offers a salary sacrifice cycle to work scheme
(7) EYE TESTS	Sight test costs is reimbursed to employees who require VDU use
(8) 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
(9) 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
(10) SEASON TICKET LOAN	LAMDA offers an interest-free loan for the purchase of an annual season ticket

JOB PURPOSE

The primary focus of this role is to act as supervisor for the UK Public team of 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 manage all aspects of the flagship London Public Examination Sessions held at LAMDA 155 Talgarth Road London. These typically take place on weekends
- To line manage the UK Public Examinations Coordinators, set objectives and ensure published Service Level Agreements (SLAs) are met
- To work with the Deputy Examinations Operations Manager to allocate customers to Examinations Administrators and review workloads alongside team members
- To manage and assess the Department's administrative workload and ensure the Examinations Coordinators are appropriately trained and allocated to tasks in order to meet changing priorities
- To manage the UK Public Examinations Coordinators and any casual workers, providing all support, training and workload assistance needs
- To conduct regular team meetings, 1-1s, appraisals for team members

- To liaise with the Deputy Examinations Operations Manager to allocate Examinations Coordinators to meet the business needs of the department in accordance with operating procedures and operations standards
- To lead the administration and processing of UK examination entries, examination scheduling and when available to support results processing in accordance with operating procedures and operating standards
- To lead the administration and processing of UK Public examination session date booking process and to timetable examinations in accordance with LAMDA operating procedures and operating standards
- To liaise with the Allocations and Date Bookings team to support the administration and processing of UK examination session date booking process and to timetable examinations in accordance with LAMDA operating procedures and operating standards
- 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 work with the Deputy Operations Examinations Manager, Examinations Operations Manager, Head of Examinations and Marketing to liaise with Public Centre Representatives, communicate changes effectively and resolve any queries
- To support the delivery of ROAs and act as cover in the absence of the International Team Leader
- To handle telephone calls relating to the booking, scheduling and results of examinations and general enquiries
- To act as primary customer contact for any ExamTrack IT system queries
- To lead the updating of UK Centre and teacher records
- To undertake other aspects of the Examinations Department's work when required
- To attend Examinations Managers meetings, escalate issues and cascade information to the UK Public team
- To liaise with the Results Team Leader to resolve all results queries for Public Centres. To ensure the team are trained on results processes and support process improvements
- To liaise with other Team Leaders and the Deputy Examinations Operations Manager to flex resource between teams and request temporary/casual worker to deal with peaks of activity
- To assist ExamTrack testing and make recommendations for systems developments
- To work with the Quality and Compliance Manager to provide support and cover for regulatory issues

- To recommend process improvements and systems developments to improve the efficiency of the examinations department

ROA

- To lead on UK Public ROAs, support customers in the use of online technology and ensure all International ROAs run smoothly, including providing zoom links and examination materials to Examiners, Stewards and Customers
- Provide summary of logins for weekend ROAs and ensure sufficient resource is allocated to provide login and emergency coverage
- Liaising with the Allocations and Date Booking Team to ensure that booking caps are adhered to and the appropriate Examiners are allocated to sessions
- Liaising with the Allocations and Date Booking Team and customers to reschedule learner exams affected by special considerations or EARs/ Appeals
- Manage and support the Stewards Allocations Administrator in training, allocation and supporting Stewards, including cover on steward sessions, in the absence of the International Team Leader
- To train ROA stewards and team of Examinations Coordinators on UK Public and ROA session scheduling, steward allocation and stewarding
- To manage the allocation of stewards for Remote Online Assessments in the absence of Steward Allocations Administrator
- To ensure all International Tours and ROA sessions are appropriately resourced and to liaise with the Examinations Deputy Operations Manager on the allocation of resources
- To be the first point of contact for the online tool, Zoom, for UK customers and Stewards

Responsibilities of the UK Public Centre Representative

- To work with the Events Officer to ensure examinations conducted at a LAMDA examinations UK London Public Centre are supervised in accordance with the UK Representative Guidelines, the current Examinations Guide for Centres and Teachers in the United Kingdom and LAMDA Syllabus Specifications
- To cover London Public Representative responsibilities in the absence of the Events Officer
- Represent and promote the interests of LAMDA Examinations
- Liaise with LAMDA Examinations staff carrying out Public Centre Audits
- Liaise with LAMDA Examinations in Spring of each year regarding dates for the next academic year's scheduled UK Public examination sessions
- Book suitable examination rooms for the examination dates, ensuring that Appendix A Guidelines for Centre and Examination Room Requirements is met
- Provide contact details to be included on the annual LAMDA UK Public Examination Centres Date List.
 - Telephone number

- E-mail address
- To support Public Centres in utilising LAMDA ROA solutions and work with the ROA team to support this transfer
- To work with the Operations Manager to ensure rooms and waiting areas are allocated to the Examinations team for London Public examinations
- To work with the Relationship Manager to liaise with Public Centre Reps, communicate changes effectively and resolve any queries
- Field general enquiries relating to the session from teachers and learners, such as dates, facilities, disabled access, directions and parking
- Provide one room steward (and no more) for each examination room. A float steward must be provided per day where there are 4 or more examining rooms per day
- Provide LAMDA examinations with feedback after each examination session, where necessary, regarding issues, concerns and/or problems
- To conduct their activities, and those activities over which they have control, in accordance with LAMDA's Health and Safety Policy, associated Code of Practice and relevant statutory provisions. To work with the Head of Facilities and Operations Manager to conduct risk assessments, where appropriate
- To co-operate with LAMDA examinations so that health and safety responsibilities can be discharged. This includes the nomination of a first aider and a risk assessment of the venue
- To lead the administration of London Public stewarding payments and any other associated London Public remuneration
- To accurately record and maintain a Learner Attendance Register

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> <p>Project Management</p> <p>Team leader experience</p> <p>Good organisational skills</p> <p>Excellent interpersonal skills</p> <p>Strong IT skills</p> <p>Strong oral and written communication skills</p>		CV/Cover letter/ Interview
QUALIFICATIONS	Minimum of A Level or equivalent	Project Management	Certificates (If applicable)
KNOWLEDGE	<p>Exams / Education administration</p> <p>Knowledge of LAMDA assessments</p>	Understanding of Performing Arts and/or Communications examinatons	CV/Cover letter/ Interview
EXPERIENCE	<p>Experience in operations, IT and administration</p> <p>Supervisory experience</p> <p>Previous administrative experience is essential</p> <p>First Aid Training</p> <p>Health and Safety/ Risk Management Awareness</p>	Ideally experience from educational or regulatory environment	CV/Cover letter/ Interview
QUALITIES	<p>Good organisational skills and attention to detail</p> <p>Flexible and adaptable</p> <p>A strong team player</p> <p>Proven team leadership skills</p> <p>Self-starter and autonomous</p>		CV/Cover letter/ Interview

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<p>Proven ability to work under pressure</p> <p>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</p> <p>Collaborative team player with ability to communicate clearly and effectively with both internal and external suppliers</p>		

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.