

## JOB DESCRIPTION

<b>JOB TITLE</b>	Qualification Assessment Officer
<b>TYPE OF CONTRACT</b>	Permanent, full-time
<b>RESPONSIBLE TO</b>	Qualifications Manager
<b>GRADE AND SALARY</b>	Grade 3 £27,241 - £30,661  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 (9.30am – 5.30pm) plus evening and weekend work as and when necessary
<b>KEY WORKING RELATIONSHIPS</b>	Examinations Operations Manager, Deputy Exams Operations Manager, Examinations Coordinators, Examinations department, Finance, Customer Services and Relationship Manager
<b>INTERNAL</b>	
<b>EXTERNAL</b>	Examinations UK customers, Examiners, UCAS, Regulators (Ofqual, Qualifications Wales, CCEA), Learning Record Service
<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**

The main purpose of this role is to lead on LAMDA's 'Reasonable Adjustment' operational process and to support the Qualifications Manager in the processing and administration of results checking/scrutiny in accordance with LAMDA's published procedures, in order to meet the business objectives of LAMDA Ltd as a regulated Awarding Organisation.

## **DUTIES AND RESPONSIBILITIES**

### **Reasonable Adjustments**

- To maintain an awareness of developments in Special Educational Needs (SEN), access arrangements and Gender Identity. To ensure that LAMDA are aware of its responsibilities under The Equality Act 2010 and Regulatory Guidelines (including maintaining an up-to-date knowledge of any changes)
- To continuously review new adjustments LAMDA can provide and assess how these adjustments can be fairly integrated into online examinations and syllabus updates
- To manage all reasonable adjustment applications and special consideration requests, according to published policies and procedures
- To deal with and resolve all reasonable adjustment and special consideration queries submitted via email, phone and in writing, ensuring a positive customer experience and acting with discretion and sensitivity
- To ensure that provisions for Learners requiring reasonable adjustments are met across all qualification subject areas

- To make adjustments to qualification assessment materials, where required, for Learners who have a reasonable adjustment applied
- To maintain the LAMDA Reasonable Adjustments information on ExamTrack and advise operations staff on requirements
- To ensure that LAMDA Reasonable Adjustments have been correctly applied by operations staff
- To manage all special considerations applications from customers who temporarily experience illness or injury at the time of assessment
- To maintain an accurate and up to date record of all reasonable adjustment requests and applications in/out, and to complete reasonable adjustment end of year reviews and reports
- To understand the time sensitive nature of Reasonable Adjustment applications to ensure Learners' entitlement to support is in place to support their examinations
- To maintain appropriate levels of confidentiality regarding all applications and paperwork submitted. Having an understanding of GDPR and Protected Characteristics when handling applications and customer queries
- To liaise with IT consultants to ensure IT developments are up to date and accessible for neuro-diverse customers

### **Results Scrutiny**

- To ensure that all Heads Up and Invalidation decisions are communicated clearly and appropriately to operations staff and LAMDA customers, within specified timeframes
- To support content scrutiny of examination reports for the Qualifications Team, including managing requests for rewrites
- To support the Qualifications Manager and Qualifications Officer in the recruitment and training of new Examiners, and Examiner Standardisation, where required
- To support the Operations Team in the administration of examination sessions, including results processing, where required
- To undertake any other appropriate aspects of the work of LAMDA Examinations, when necessary

***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>Proven ability to work across multiple projects simultaneously</p> <p>An understanding and appreciation of the importance of confidentiality, boundaries and ability to handle sensitive information appropriately in an educational setting</p>		CV/Cover letter/ Interview
<b>KNOWLEDGE</b>	<p>Good knowledge of MS Office (Word, Excel, Outlook)</p>	<p>Knowledge of regulatory contexts for UK qualifications</p> <p>Previous experience with database software</p> <p>Understanding of reasonable adjustments in an examination environment</p> <p>Knowledge of special educational needs</p>	CV/Cover letter/ Interview
<b>EXPERIENCE</b>	<p>Previous experience in a qualifications/exams administration role</p>	<p>Experience of Special Educational Needs in an educational context</p>	CV/Cover letter/ Interview
<b>QUALIFICATIONS</b>	<p>Degree level or equivalent</p>		Certificates (If applicable)

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	
<b>QUALITIES</b>	Flexible and adaptable Should be a self-starter Proven ability to work under pressure Proven ability to manage priorities and workloads effectively Strong team-working skills		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.