

JOB DESCRIPTION

JOB TITLE	Qualifications Development Manager
DEPARTMENT	Examinations
TYPE OF CONTRACT	Permanent, Full-time
RESPONSIBLE TO	Quality and Compliance Manager
GRADE AND SALARY	Grade 5 £40,000 - £44,000 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	Vice Principal – Commercial, Exams and Partnerships, Quality and Compliance Manager, Quality and Compliance Team Leader and Coordinator, Qualification Assessment Officer, Qualifications Officers, Customer Service Officers, Chief Examiner and Deputy, Operations Manager and Deputy Manager, Operations Team Leaders, Marketing Team and External Relationships Team.
INTERNAL	
EXTERNAL	Examiner panel and Team Leaders, Teachers, Parents, Guardians, Centre Coordinators, Representatives, Unecom, Network London, Ofqual, Qualifications Wales, CCEA, UCAS, Publication, print and warehouse distribution companies
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 i.e. towards 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 40% of your time in the office and 60% 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 Qualifications Development Manager plays a pivotal role in ensuring that LAMDA qualifications, examinations, and publications are learner-centered, compliant, and aligned with strategic and commercial objectives. This role is responsible for managing the full lifecycle of qualifications—from development and review to withdrawal—ensuring they are fit for purpose, high quality, and meet the needs of learners and stakeholders. By fostering collaboration with internal and external stakeholders, the manager ensures effective communication, guidance, and support for the design, development, and delivery of qualifications. Additionally, the role oversees key operational processes, including reasonable adjustments, examiner referrals, and complaints, while maintaining compliance with regulatory conditions and upholding the principles of fairness and accessibility. With a focus on quality, innovation, and learner impact, the Qualifications Development Manager also support the Vice Principal – Commercial, Exams and Partnerships in monitoring the commercial performance of the qualifications portfolio, informing future strategies and business plans.

DUTIES AND RESPONSIBILITIES

- To put the Learner and their needs at the heart of any considerations, decisions and actions taken, ensuring all LAMDA qualifications, examinations and publications throughout their lifecycle are fit for purpose, fair and objective, valid, reliable and ultimately valuable to the Learner.
- To manage the review cycle of existing qualifications, examinations and publications, ensuring that reviews are timely, organised and compliant with regulatory conditions, producing qualifications, examinations and publications that are high quality, fit for purpose, creative and meet the needs of the LAMDA customers.
- To manage the development of new qualifications, examinations and publications in line with the strategic and commercial objectives of LAMDA that are compliant, high quality, fit for purpose, creative and meet the needs of the relevant stakeholders.
- To engage with appropriate internal and external stakeholders, as required, throughout the lifecycle of qualifications, examinations and publications collecting informative feedback, as required, to enable effective and compliant qualification portfolio management.
- To engage with appropriate internal and external stakeholders throughout the lifecycle of qualifications, examinations and publications to effectively communicate changes, provide guidance, support and training to ensure that LAMDA qualifications can be designed, developed and delivered effectively, efficiently, in a compliant and fair manner.
- To work with relevant internal and external stakeholders to ensure that the web content, portal content and communications relating to qualifications, examinations and publications is accurate, current, fit for purpose and free from bias.
- To manage the withdrawal of qualifications, examinations and publications as required, and in line with the LAMDA Withdrawals Policy, the review and development plans, ensuring effective planning, communication and in a manner that suitably supports Learners and minimises impact.
- To manage the process of referrals made by Examiners relating to a Learner's examination, in line with current policies and procedures.
- To manage the process of Reasonable Adjustments from application, to authorisation and implementation, in line with current policies and procedures.
- To manage and support the management of any qualification, examination and publication related complaints, Enquiries About Results (EARs) or Appeals in line with the current policy and procedure.
- Work within the budgets assigned to Qualifications, monitoring expenditure, reporting and gaining authorisation where necessary.
- To support the Vice Principal – Commercial, Exams and Partnerships by gathering data and

intelligence to monitor the commercial performance of the qualification and publication portfolio, analysing and reporting to inform strategic and business plans, budgets and future developments as required.

- To ensure that there is Qualifications Team that has the right skills and resource as required to maintain the performance of the Team in line with key performance indicators, targets set and budgetary constraints.
- To maintain an awareness of developments in Special Education Needs (SEN) and access arrangements. To ensure that LAMDA Exams are aware of its responsibilities under the Equalities Act and Regulatory Guidelines (including maintaining an up-to-date knowledge of any changes).
- To manage, maintain and monitor audit trails related to Qualification Team functions to ensure evidence is available for evaluations as required.
- Represent LAMDA professionally during internal and external meetings and events.
- To undertake any other appropriate actions as required and 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

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Degree or equivalent	An English, drama or performing arts specialism Qualification development qualification	Certificates
SKILLS/ ABILITIES	Strong oral and written communication skills, including strong grammar and spelling Strong proof-reading skills Excellent negotiation, interpersonal and, conflict resolution and collaboration skills Numeracy Skills Excellent organisational and time management skills To be able to confidently work in line with written procedures and regulations Excellent analysis and problem solving skills Confident use of all digital platforms, including flexibility and agility to learn new systems and processed as required. Ability to work under pressure and within time constraints as a part of a team or as a leader To be able to make agile decisions and to effect those decisions in line with regulatory and business standards To be able to understand role boundaries, including where authorisation is required and where there is a need to make a quick and agile decision	Flexibility and ability to respond positively and promptly to changes Developing and delivering training and standardisation to a range of internal and external stakeholders	CV/ Cover Letter/ Interview
KNOWLEDGE	A strong understanding of the qualification development process in a regulated environment	Equality, diversity and inclusion Accessibility	CV/ Cover Letter/ Interview

	A strong understanding of qualification design and assessment methodologies	Publication development processes	
EXPERIENCE	<p>Development of qualifications, examinations, assessments and publications</p> <p>Development of policies and procedures</p> <p>Development of training and support resources suitable for the target audience</p> <p>Management of qualification portfolios including review, development, launch, delivery and withdrawal</p> <p>Management of projects</p>	<p>Publication developments</p> <p>Developing qualifications in a regulated environment</p> <p>Managing accessibility for Learners with a range of Special Educational Needs</p>	CV/ Cover Letter/ Interview
PERSONAL QUALITIES	<p>Flexible and adaptable</p> <p>Quick to learn new processes, practices and develop new skills</p> <p>Attention to detail and ability to work accurately across multiple projects with a range of tight deadlines</p> <p>Work with initiative</p> <p>Make decisions based on evidence, knowledge and regulations as required</p> <p>Proven ability to work calmly under pressure</p> <p>Proven ability to manage priorities and workloads effectively</p> <p>Strong team working skills</p> <p>Ability to lead in a supportive and developmental manner</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.

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.

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 alumni Benedict Cumberbatch was appointed the Academy's President.

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.