

JOB DESCRIPTION

JOB TITLE	Qualifications Manager
TYPE OF CONTRACT	Permanent, full-time
REPORTING TO	Head of Examinations
RESPONSIBLE FOR	Qualifications Officer, Qualifications Assessment Officer, Publications Officer
GROSS ANNUAL SALARY	£33,000 - £38,000
KEY WORKING RELATIONSHIPS INTERNAL	Head of Examinations, Chief Examiner, Quality & Compliance Manager, Qualifications Officers, Qualifications Assessment Officer, Publications Consultant, Operations Manager, Deputy Operations Manager, Operations Team Leaders, Marketing team and Partnerships and External Relationships team.
EXTERNAL	Examiner Panel, Examiner Team Leaders, Teachers, Parents/ Guardians, Learners, Unecom, Aura Technology, Ofqual, Qualifications Wales, CCEA, UCAS, Publication print and warehouse distribution companies.
HOLIDAY ENTITLEMENT	28 days per year plus Bank Holidays (This is inclusive of any days when LAMDA may be closed i.e. 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) EMPLOYEE ASSISTANCE PROGRAMME	LAMDA offers an employee wellbeing service which is confidential and easy to access. This service is available to staff 24 hours a day, 7 days a week

Job Purpose

This role ensures that LAMDA's qualifications and examinations are of high quality, fit for purpose, creative and that they are assessed appropriately against agreed assessment criteria. The post holder will lead a team of Officers who support in various aspects of LAMDA's products and training. The Qualifications Manager is expected to uphold the values of LAMDA and be a role model for all staff to follow with regard to professional attitudes and behaviours.

Duties and Responsibilities

- To lead on the research and development of new qualifications and associated syllabi and related documents based on conducting an assessment of market need and viability in consultation with all internal and external stakeholders, channelling all proposals through established departmental mechanisms.
- To undertake a continuous cycle of review of existing qualifications by seeking feedback from a range of sources, and with advice from the Quality & Compliance Manager on regulatory requirements, in order to ensure fitness for purpose.
- To provide support to Centres, Teachers, Examiners and other interested parties, on specific syllabus requirements, in conjunction with all relevant stakeholders.
- To determine the outcome of referrals made by Examiners relating to a Learners Examination, in line with current policies and procedures. Ensure that all outcomes are communicated to relevant parties, within specified timeframes.
- To manage any complaints based on syllabus content or process queries, including Enquiries About Results (EARs) from Teachers or Learners.
- To oversee the Reasonable Adjustments for Learners process in support of the Qualifications Assessment Officer, including reviewing all reasonable adjustment applications and determining their outcome, in accordance to published policies and procedures, regulatory requirements GDPR requirements, and in adherence with the Equalities Act (2010).
- To identify, manage and coordinate the input and contribution of all appropriate internal and external stakeholders into the design and content of all qualifications, so that they can be demonstrably fit for purpose.
- To develop suitable assessment methodologies with advice from a range of internal and external stakeholders, notably the Chief Examiner, and in consultation with the Quality & Compliance Manager and Operations Manager, taking particular account of regulatory requirements.
- Manage the allotted budget for qualifications and publications, ensuring that expenditure is monitored, and budgets adhered to.
- To ensure appropriate standardisation of assessment through working with the Chief Examiner to create and deliver suitable training activities, including distance activities and face-to-face events, also with advice from the Quality & Compliance Manager, Operations Manager and Head of Examinations.
- To lead and manage own team effectively to deliver targets through the use of annual objectives, annual appraisals, team meetings, one to one meetings and other management tools as appropriate.

- To support the publishing function in the creation of all related materials such as anthologies, other textbooks or resources, leading on appropriateness of content for the teachers and learners in preparation for the examinations.
- To work with the Marketing and Communications Team to ensure that webpage content and marketing communications for qualifications, assessments and resources, is accurate, up-to-date, fit for purpose, and free from bias.
- To liaise with the Quality & Compliance Manager to update all Policies and Procedures relating to Qualifications, Examinations and assessment (where issues arising from non-compliance will be investigated by the Quality & Compliance Manager).
- 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).
- Contribute to improvement projects (systems/quality improvements), innovations, and working groups as appropriate in respect to continuous improvements and maintenance of the Awarding Organisation's qualification portfolio or the ongoing development and delivery of assessment projects.
- To liaise with the Chief Examiner to ensure the Awarding Organisation can meet the demand for appropriate assessment against qualification requirements by supporting the recruitment and training of suitable Examiners.
- To support the suitable regulation of the panel of Examiners through the recruitment and training of suitable Examiner Team Leaders with advice from the Quality & Compliance Manager, Chief Examiner, Deputy Chief Examiner and Head of Examinations
- Represent LAMDA Exams during internal and external meetings and events.
- To undertake any other appropriate activities at the request of the Head of Examinations.

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	Minimum of degree level (or equivalent) with an English or Drama specialism or in a related discipline	Masters qualification (or equivalent) with English or Drama specialism or in a related discipline Qualification development qualification	CV and certificates
SKILLS & ABILITIES	Creation of syllabus content for Communication and Performance qualifications Strong oral and written communication skills Excellent interpersonal skills High attention to detail Analytical thinker Problem solver	Confident using digital platforms Publications development experience	CV/Covering letter/ Interview
KNOWLEDGE	Strong knowledge of speech and drama qualifications and graded examinations A working knowledge of the regulatory framework Strong understanding of qualification design and assessment methodologies	Experience of working in an awarding body/with the regulators Experience of publications development	CV/Covering letter/ Interview
EXPERIENCE	Development of policies and procedures Strong project management Development of innovative qualifications	Experience of access to assessment strategies for learners with SEN	CV/Covering letter/ Interview

PERSONAL QUALITIES	Flexible and adaptable Should be a self-starter Proven ability to work under pressure Ability to lead others in a team Proven ability to manage priorities and workloads Excellent team working	Positive mental attitude and 'can do' approach	CV/Covering letter/ Interview
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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.