



JOB DESCRIPTION

JOB TITLE	Qualifications Officer
DEPARTMENT	Examinations
TYPE OF CONTRACT	Permanent, Full-time
RESPONSIBLE TO	Qualifications Development Manager
RESPONSIBLE FOR	N/A
GRADE AND SALARY	<p>Grade 3</p> <p>£29,192 - £32,856</p> <p>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</p>
HOURS OF WORK	<p>35 hours per week; Monday to Friday (9.30am – 5.30pm) with one weekend day each month.</p> <p>Weekend working week: 4 days week day, one day weekend.</p>
KEY WORKING RELATIONSHIPS	Quality and Compliance Manager, Vice Principal of Commercial, Exams and Relationships, Responsible Officer, Quality and Compliance Team Leader, Qualifications, Quality and Customer Care Officers, Compliance Administrator, Head of Operations, Exams Operations and Assessment Delivery Manager, Operations Team Leaders, Chief Examiner, Examiners, Human Resources, and other internal qualifications stakeholders.
INTERNAL	
EXTERNAL	External qualification stakeholders, including, Examination Centre Coordinators, Heads of Centre, Public Centre Customers, Public Centre Reps, Potential customers, Teachers, Parents, Guardians, Learner representatives and Learners.
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	<p>Generous annual leave of 28 days plus Bank holidays</p> <p>(This is inclusive of any days when LAMDA may be closed i.e. towards Christmas closure)</p>

(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 purpose of this role is to support the development and delivery of LAMDA qualifications, ensuring standard operating procedures are followed, audit trails are sufficiently maintained and stakeholders are suitably informed, supported and consulted.

DUTIES AND RESPONSIBILITIES

- To support the qualification development and review cycle in line with agreed standard operating procedures, policies and guidance
- To engage with training to develop skills and knowledge of the qualification development and delivery processes and relevant regulatory conditions and legislations.
- To support the execution of the qualification development process and the maintenance of suitable audit trails to evidence the process has been followed.
- To work collaboratively with internal and external stakeholders to ensure that their input and feedback is collected, considered and objectively used to inform development decisions and continuous improvements.
- To support internal and external stakeholders regarding the development and delivery of LAMDA qualifications, providing support, guidance and answering queries as required.
- To handle qualifications and syllabus-related queries complaints or queries relating to qualifications, syllabus content or process in line with service level agreement timescales for initial response and resolution, ensuring responses are accurate, standardised and professional.
- To support the planning, administration and project management associated with designing and developing a wide range of new products, including the recording of costs, uploading of qualifications onto the current registration system and the creation and maintenance of suitable audit trails.
- To work to agreed, realistic timescales in line with the qualification development plan to complete tasks to support the qualification development process and the design and development of new products or the redevelopment of existing ones.
- Research and maintain:
 - an awareness of key changes in the creative industry and educational landscape which directly impacts LAMDA qualifications.
 - current information relating to UCAS for all relevant LAMDA qualifications to internal and external stakeholders, providing advice and guidance as required.
 - an understanding of current assessment method and methodological thinking and options relevant to qualification development, design and delivery.
- To communicate with other members of the qualifications team and the wider LAMDA Examinations Team as required to ensure relevant parties are fully informed about relevant aspects of UCAS, qualification development, design and delivery.
- To lead on the development of training, standardisation and guidance resources as requested by the Qualifications Manager.
- To manage the referrals process, ensuring that current decision making and escalation processes are effected in a timely manner.
- To create and send accurate, professional and timely communications to inform relevant parties of the decisions made regarding referrals, ensuring decisions that require escalation and Manager sign off are passed to the correct people and any feedback given is addressed prior to sending.
- To maintain referral records and audit trails as per the current policy and procedure, ensuring actions taken are clearly recorded and are available for reporting as required.
- To report referral statistics accurately, as requested and as required.
- To provide administrative support related to qualification development and delivery, including proof reading, minute taking, report writing, financial administration, diary management and other relevant activities.

- To record costs associated with qualification development tasks and projects assigned to you by the Qualifications Manager.
- To accurately register qualifications on the current registration system, ensuring all elements are accurately inputted and made available to relevant staff and stakeholders for checking.
- To maintain appropriate levels of confidentiality regarding all applications and paperwork submitted and oversee the secure storage of confidential materials and their secure distribution to relevant stakeholders.
- To support the publications function to create new materials that support new and existing qualifications and products, including Examiner training and Teacher support materials.
- To support the management of the online shop, including sales, stock management and order processing, providing cover and assistance to the relevant team members as required.
- To support the ongoing development and review of LAMDA systems, processes and policies related to qualification development and delivery, particularly providing insight in relation to qualification development, design and delivery.
- To create, maintain, update and continuously improve standard operating procedures for all tasks relevant to qualifications officers, making best use of available systems and technology where possible.
- To understand the reasonable adjustment and special considerations process and maintain the ability to complete the daily duties associated with processing reasonable adjustments and special considerations, for coverage during exceptional periods.
- Support the Qualifications Manager in the delivery of LAMDA's qualification development strategies.
- 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 level or equivalent	Drama or Performing Arts qualifications Teaching or assessing qualifications	Certificates
SKILLS/ ABILITIES	Strong oral and written communication and numeracy skills Excellent customer service skills Excellent organisational skills Excellent interpersonal skills Proven ability to work across multiple projects simultaneously High attention to detail An ability to receive feedback objectively and to act to continuously improve	Evidence of being able to disseminate guidance, policies and regulations to provide clear written and verbal guidance to internal and external stakeholders Development of clear, quality guidance documents for internal and external stakeholders	CV/ Cover Letter/ Interview
KNOWLEDGE	Good knowledge of MS Office (Word, Excel, Outlook etc)	Knowledge of Awarding Organisation regulatory requirements An awareness of the processes involved in developing vocational and/or general qualifications Previous experience with database software	CV/ Cover Letter/ Interview
EXPERIENCE	Previous experience in a qualifications/exams administration role Previous experience of following policies and procedures in a regulated environment	Experience of developing qualifications Experience of Special Educational Needs in an educational context	CV/ Cover Letter/ Interview

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
PERSONAL QUALITIES	<p>Strong team worker</p> <p>Flexible and adaptable</p> <p>Self-starter</p> <p>Proven ability to work under pressure and to deadlines</p> <p>Proven ability to effectively manage priorities and workloads</p> <p>Positive approach to change</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.