

JOB DESCRIPTION

JOB TITLE	Examinations Quality and Compliance Officer
TYPE OF CONTRACT	Permanent, full time
RESPONSIBLE TO	Examinations Quality and Compliance Manager
GROSS ANNUAL SALARY	£25,000-£27,000
HOURS OF WORK	35 hours per week; Monday to Friday (9:30am-5:30pm) plus evening and weekend work as and when necessary
DEPARTMENT	Examinations
KEY WORKING RELATIONSHIPS	Examinations Quality and Compliance Manager Qualifications Manager, Qualifications Officer, Head of Examinations, Assistant to the Head of Examinations, Publishing Coordinator, Operations Manager, Operations Supervisor, Examinations Office Administrator
INTERNAL	
EXTERNAL	N/A
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
HOLIDAY ENTITLEMENT	28 days per year plus bank holidays; (This is inclusive of any days when LAMDA may be closed i.e. towards 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) CHILDCARE VOUCHERS	LAMDA offers childcare vouchers as part of a salary sacrifice scheme. This benefit will enable employees to make significant savings on their tax and national insurance contribution
(4) EMPLOYEE ASSISTANCE PROGRAMME	LAMDA offers an employee assistance programme (EAP) which is confidential and easy to access. This service is available to staff 24 hours a day, 7 days a week.

JOB PURPOSE

To support the Examinations Quality and Compliance Manager in the development and implementation of all compliance activity by establishing and managing all aspects of internal and external quality assurance to meet the sector requirements, maintaining up to date knowledge of developments in education policy and regulation.

DUTIES AND RESPONSIBILITIES

- To support the Examinations Quality and Compliance manager in liaising with the Regulators on behalf of the Responsible Officer relating to queries, requests and event notifications, providing regular updates as required.
- Assist in providing timely data returns to the Regulators, UCAS and any other external organisations as required
- To provide the Examinations Quality and Compliance manager with support in developing and maintaining appropriate policies, procedures and logs.
- To support the Examinations Quality and Compliance manager on the production of timely and accurate reports and communications on Quality, Standards and Compliance activity to the HOE, Examinations Committee, Examinations Management Team and other business areas as appropriate.
- To support all relevant LAMDA staff on the effective implementation of all quality and compliance requirements and activities.
- Assisting the Exams Quality and Compliance Manager in managing the appeals procedure ensuring all appropriate parties monitor and respond to these in a timely manner and in accordance with regulatory requirements
- To support Examinations Quality and Compliance Manager and the Chief Examiner with the administrative duties for the monitoring process
- To support the Examinations Quality and Compliance Manager in overseeing the internal auditing activities at LAMDA Exams.
- To manage and maintain a near-miss log and feedback to relevant internal teams
- To assist in any B3 investigations
- To manage the Examiner conflict of interest log
- To recommend developments for ExamTrack improvements
- To manage Centre performance records, including organising and attending occasional Centre visits
- To cover the Quality and Compliance Manager

- To assist with GDPR investigations
- To oversee Centre registrations
- To liaise with Customer Services to escalate customer complaints and identify issues which need to be resolved
- To undertake general duties such as filing, photocopying and administering departmental post, and any other aspects of the department's work as necessary, supervising temporary staff as required.
- To provide cover for the LAMDA Examiner Emergency phone
- To occasionally work weekends to support the running of ROA and Public sessions

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	<ul style="list-style-type: none"> -Strong oral and written communication skills, including strong grammar and spelling -Strong proof-reading skills -Numeracy skills -Excellent customer service skills -Good organisational skills -Excellent interpersonal and influencing skills 	<ul style="list-style-type: none"> -Negotiating skills 	Application/ Interview
KNOWLEDGE		<ul style="list-style-type: none"> -Knowledge of UK regulatory frameworks -Knowledge of speech and drama qualifications and graded examinations -Understanding of qualification design and assessment methodologies 	Application/ Interview
EXPERIENCE	<ul style="list-style-type: none"> -Awarding Organisation experience 	<ul style="list-style-type: none"> -Previous experience of giving presentations -Conducting awarding organisation Statement of Compliance/Self-evaluation/Validity audits 	Application/ Interview

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	-Degree or equivalent		Certificates
PERSONAL QUALITIES	<ul style="list-style-type: none"> -Flexible and adaptable -Attention to detail and ability to work accurately -Should be a self-starter -Proven ability to work under pressure -Proven ability to manage priorities and workloads effectively -Strong team-working skills 		Application/ Interview

ABOUT LAMDA

LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation. Following the completion of our new facilities in west London, the Academy welcomed Sarah Frankcom as Director and is now fully registered as an independent HEP (Higher Education Provider). These changes are exciting and critical to the long-term sustainability of LAMDA, bringing with them our ambitions to be an even more accessible LAMDA, representing people from all corners of the UK and beyond in recruiting and training the most creative and innovative theatre makers.

Founded in 1861, LAMDA (London Academy of Music & Dramatic Art) is a world-leading conservatoire offering exceptional vocational training to actors, stage managers, technicians and directors. In addition to six validated degree programmes, LAMDA offers a Foundation Diploma and a number of validated semester and summer short courses.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA will now operate independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students.

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, and in February 2019, Sarah Frankcom was appointed LAMDA's new Director.

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.