

## JOB DESCRIPTION

<b>JOB TITLE</b>	Remote Invigilator and Examinations Coordinator
<b>TYPE OF CONTRACT</b>	Full time, 5 months fixed-term contract starting asap  Job share may be considered
<b>REPORTING TO</b>	Exams Operations Manager, Deputy Exams Operations Manager, Team Leader
<b>GRADE AND SALARY</b>	Grade 2  £22,814 - £25,000 pro-rata  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;  <u>Option 1:</u> Monday to Friday (08.00am – 4.00pm) plus evening and weekend work as and when necessary  <u>Option 2:</u> Wednesday to Sunday (08.00am – 4.00pm) plus evening and weekend work as and when necessary
<b>KEY WORKING RELATIONSHIPS</b>	Exams Operations Manager, Deputy Exams Operations Manager, Team Leaders, Examinations Coordinators, Qualifications Teams, Examiners Team, Finance Department, Customer Services and Relationship Manager
<b>INTERNAL</b>	
<b>EXTERNAL</b>	Examinations UK customers, Examiners, UCAS, Regulators (Ofqual, Qualifications Wales, CCEA), Learning Record Service, Unecom
<b>PROBATIONARY PERIOD</b>	Your employment will be subject to a probationary period of 1 month
<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</b>	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
<b>(5) 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

## **JOB PURPOSE**

The purpose of this job is to safeguard the risk of cancellations due to steward availability, support the administration of UK and International public and private examination sessions in delivering activities to meet the business objectives of the Examinations Department and, ultimately, of LAMDA Limited.

## **DUTIES AND RESPONSIBILITIES**

- To help facilitate the exam day and help resolve any technical issues as and when needed during Remote Online Assessments
- To act as co-hosts in the meeting
- To monitor the virtual “waiting room” and will not permit anyone into the meeting whose identity cannot be verified
- To monitor the Zoom Waiting Room and liaise with the Centre Coordinator if the next Learner in the timetable has not logged in yet
- To invite the Learner into the meeting when indicated by the Examiner
- To assist the Learner with signing into the meeting
- To introduce the Learner to the Examiner
- To ensure the exam equipment is set up for the Learner
- To leave the exam room prior to the start of the exam
- To verify the Learner's identity prior to their exam and to record the type of photographic evidence presented by the Learner on the Learners Aged 16 or Over Verification Report. If a Learner does not have ID, to explain that the Learner cannot be examined and update the CC
- To ensure that all exams attendees (Examiners, Stewards and Learners) and members of the household, including the Learner, are aware that the exam is taking place and must use appropriate language and behavior when nearby or in the background
- To ensure that all attendees (Examiners, Stewards and Learners) will be appropriately dressed (fully dressed in clothing that covers the top and bottom half of the body)
- To provide examinations support to the Operations Team, working either in the Scheduling Team (UK and ROA/International) or Results Team. Depending on business activity, you may be required to move across Teams to ensure business needs are met.
- To deal with general enquiries, queries and requests for information in writing, by e-mail or

telephone, in accordance with departmental procedures and operating standards, and to fulfil all requests for information

- To administer the Operations email central Inbox, distributing emails to appropriate staff, ensuring meeting service standards for the distribution of all customer queries
- To deal accurately, courteously, and promptly with queries relating to assessments and to provide advice and guidance to customers and learners, with regards to LAMDA's assessment regulations and procedures
- To support customers with exam entry and payment processes
- Use LAMDA's in-house database (ExamTrack) to record all information relevant to a learners' exam journey, from exam entry through to assessment, marks and finally awards
- To ensure accurate data entry and maintenance of learner, customer, centre, and examiner records on LAMDA's exams management system (ExamTrack)
- To provide administrative support for Examiners, Customers, and staff on ExamTrack (exams management system), Freshdesk (emailing system) and Key Travel (Travel Management Company)

***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, listening and numeracy skills</p> <p>Excellent customer service skills</p> <p>Good organisational skills</p> <p>Excellent interpersonal skills</p> <p>Good time management</p>	<p>Ability to demonstrate sensitivity and diplomacy when communicating information</p>	<p>CV/Cover letter / Interview</p>
<b>KNOWLEDGE</b>	<p>Basic IT knowledge</p> <p>Ability to maintain confidentiality of learner and customer records, examination materials and financial data</p>	<p>Previous experience with database software</p> <p>Experience and understanding of exam delivery</p>	<p>CV/Cover letter / Interview</p>
<b>QUALIFICATIONS</b>	<p>Strong literacy and numeracy skills; must have GCSE English and Maths (or equivalent) at minimum Grade C</p>	<p>Further or higher education qualification(s)</p>	<p>Certificates (If applicable)</p>
<b>EXPERIENCE</b>	<p>Strong working knowledge of Microsoft packages, databases and use of emails</p> <p>Complying with the requirements of regulatory bodies</p> <p>Previous experience of working in an office or data driven environment</p>	<p>Previous administrative experience in a regulatory examinations or education setting</p> <p>Handling a high volume of work of detailed work, whilst adhering to strict guidelines</p> <p>Experience of working with databases and managing data input</p> <p>Previous experience in a marketing and/or customer service role</p> <p>Awareness of quality assurance frameworks/ regulatory frameworks</p>	<p>CV/Cover letter/ Interview</p>

## 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.