



JOB DESCRIPTION

JOB TITLE	Team Leader (International/ROA)
TYPE OF CONTRACT	Permanent/ Full-time
RESPONSIBLE TO	Deputy Examinations Operations Manager
GRADE AND SALARY	Grade 4 £33,179 - £37,343 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; 4 days weekday and 1 day weekend
KEY WORKING RELATIONSHIPS	Exams Operations Manager, Deputy Exams Operations Manager, Examinations Coordinators (International/ROA), Examinations department, Marketing Department
INTERNAL	
EXTERNAL	International customers, International Representatives, Embassies, Key Travel, Addison Lee
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, e.g. 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 60% of your time in the office and 40% 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

- To be responsible for the International Operations team, providing leadership, support and line management to a team of Examinations Coordinators
- To manage relationships with International Centres and customers, support growth and allocate workload within to the team

DUTIES AND RESPONSIBILITIES

Remote Online Assessment (ROA)

- To lead on International ROAs, support customers in the use of online technology and ensure all International ROAs run smoothly, including providing zoom links and examination materials to Examiners, Stewards and Customers
- Provide summary of logins for weekend ROAs and ensure sufficient resource is allocated to provide login and emergency coverage
- Liaising with the Allocations and Date Booking Team to ensure that booking caps are adhered to and the appropriate Examiners are allocated to sessions.

- Liaising with the Allocations and Date Booking Team and customers to reschedule learner exams affected by special considerations or EARs/ Appeals
- Manage and support the Stewards Allocations Administrator in training, allocation and supporting Stewards, including cover on steward sessions
- To train ROA stewards and team of Examinations Coordinators on International and ROA session scheduling, steward allocation and stewarding
- To manage the allocation of stewards for Remote Online Assessments in the absence of Steward Allocations Administrator
- To ensure all International Tours and ROA sessions are appropriately resourced and to liaise with the Deputy Examinations Operations Manager on the allocation of resources
- To be the first point of contact for the online tool, Zoom, for international customers and Stewards

INTERNATIONAL

- To be the first point of contact for new and existing customers and international representatives
- To liaise with the Allocations and Date Booking Team on date bookings for international customers, especially in relation in International Exam Tours
- To create International Exam Tours as efficiently as possible, identifying the most appropriate and cost-effective tour itinerary
- To liaise with the Allocation Administrator and the Chief Examiner on the allocation of Examiners for sessions and be their first point of contact throughout the tour
- To approve international examiner flight and accommodation bookings through Key Travel
- To liaise with Examiners, International Representatives, Key Travel and relevant authorities and embassies on the administration of VISA applications
- To lead on the administration and processing of International and ROA examination entries, examination scheduling, and to support results processing in accordance with operating procedures and operating standards
- To manage the International Examinations Coordinators, providing all support, training and workload assistance needs.
- To allocate workloads and manage the administration of events in accordance with operating procedures and operating standards, and ensure SLAs are met
- To work with the Relationship Manager to develop relationships and support growth. Attend meetings with potential new customers and International Representatives, providing information on exams operational activity
- To undertake the administration all of all International Financial processes in the absence of the Finance Officer: examiner fees and expenses, International Representative expenses and commission and steward contracts and timesheets
- To set up and attend Representative meetings, resolving any Representative issues and queries
- To manage, train and support the International Examinations Coordinators in their roles
- To liaise with the Deputy Examinations Operations Manager to allocate Examinations Coordinators, review and escalate the resource requirements to meet the business needs of the department in accordance with operating procedures and operations standards.
- To conduct regular team meetings, 1-1s, appraisals for team members
- To produce weekly KPI's for the Deputy Examinations Operations Manager for the measurement of scheduling services.

- To provide and report on international data and statistics for Examinations Operations Manager/Head of Examinations
- To feed into the Departmental budget, specifically for international business
- To attend Examinations Managers meetings, escalate issues and cascade information to the UK Team Leads
- To assist the Results Team Leader to resolve all results queries for International Centres
- To liaise with other Team Leaders and the Operations Manager to flex resource between teams and request temporary/casual labour to deal with peaks of activity
- To work with the Deputy Operations Examinations Manager, Examinations Operations Manager, Head of Examinations and Marketing to liaise with International Centres, communicate changes effectively and resolve any queries
- To recommend process improvements and systems developments to improve the efficiency of the examinations department
- To ensure the adherence to and implementation of LAMDA examination's policies and procedures and operating standards at all times and to contribute to their annual review and improvement
- To work with the Quality and Compliance Manager to provide support and cover for regulatory issues and ensure that GDPR and LAMDA's safeguarding policies and procedures are adhered to.
- Be the first point of contact within the team for the booking, scheduling, results of examinations and general enquiries from internal and external stakeholders.
- To act as a principal administrator of the ExamTrack IT system
- Any other responsibilities as required by the business

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.

This post is subject to an Enhanced DBS check. Expenses will be met by the Academy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
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SKILLS/ ABILITIES	Project Management Good organisational skills Excellent interpersonal skills Strong IT skills Strong oral and written communication skills		CV/Cover letter/Interview
KNOWLEDGE	Examinations / Education administration		CV/Cover letter/Interview
EXPERIENCE	Experience in operations, IT and administration Supervisory experience Previous administrative experience is essential First Aid Training Health and Safety/ Risk Management Awareness	Ideally experience from educational or regulatory environment	CV/Cover letter/Interview
QUALIFICATIONS	Minimum of A Level or equivalent		Certificates (if applicable)
QUALITIES	Good organisational skills and attention to detail Flexible and adaptable A strong team player Proven team leadership skills Self-starter and autonomous Proven ability to work under pressure Focused, highly efficient and self- motivated with the ability to think creatively and to take the initiative to meet strict deadlines across a number of simultaneous projects Collaborative team player with ability to communicate ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	clearly and effectively with both internal and external		

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.

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 alumnus Benedict Cumberbatch was appointed the Academy's President.

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.

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.