

JOB DESCRIPTION

JOB TITLE	Courses and Workshops Officer
TYPE OF CONTRACT	Permanent
RESPONSIBLE TO	Chief Examiner
GROSS ANNUAL SALARY	Grade 3 £30,970 - £34,857 (1 FTE) £15,485 - £17,428.50 (0.5 FTE) 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	17.5 hours per week; 3.5 hours per day, Monday to Friday between the hours of 9:00am – 12.30pm, plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS	Exams: Chief Examiner, Qualifications Manager, Chief Examiner Associates, Finance, Partnerships and External Relationships, International Manager, Marcomms
INTERNAL	
EXTERNAL	Short Course Attendees, Course Facilitators, Examiners, Exams Teachers
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 5 months
HOLIDAY ENTITLEMENT	Generous annual leave of 28 days (1 FTE) plus Bank holidays 14 days annual leave (0.5 FTE) plus pro rata Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. 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	
(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) 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
(4) 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
(5) CYCLE TO WORK SCHEME	LAMDA offers a salary sacrifice cycle to work scheme
(6) EYE TESTS	Sight test costs are reimbursed to employees who require VDU use
(7) 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
(8) GROUP LIFE ASSURANCE	After 6 months of continuous service you will become eligible for the death-in-service benefit, whereby the nominated beneficiary could receive approximately 4x annual salary payment if death occurs whilst in Service
(9) SEASON TICKET LOAN	LAMDA offers an interest-free loan for the purchase of an annual season ticket

JOB PURPOSE

The purpose of this job is to coordinate and administrate the delivery of all LAMDA Exams short courses and workshops as well as liaise with customers and workshop participants to ensure the smooth running of all operations surrounding short courses and workshops at LAMDA. The successful applicant will be working closely with the LAMDA Exams department to help grow LAMDA's short course and workshops offer in order to meet the business objectives of LAMDA Examinations and, ultimately, of LAMDA Limited.

DUTIES AND RESPONSIBILITIES

For LAMDA Exams:

1. To oversee the administrative coordination of examinations workshops.
2. To liaise with the Chief Examiner, Chief Examiner Associates and Qualifications Manager, to ensure all courses and workshops documentation is up to date and accurate.
3. To create, amend and publish annual schedules of LAMDA courses and workshops. To liaise with Marcomms to ensure LAMDA marketing material and the website information is accurate.
4. To liaise with customers and attendees to resolve queries prior to and around course start dates.
5. To welcome and enroll new students and be available on the day of the course or workshop to resolve

any issues.

6. To process and deliver post-course material, including certificates, medals, and awards.
7. To liaise with the Partnerships and External Relationships and Marcomms teams to identify and promote new courses and workshops.
8. To support the Chief Examiner, Chief Examiner Associates to achieve relevant course accreditation (i.e. CPD).
9. To support the delivery of Examination courses to LAMDA Students.
1. To support the annual review of LAMDA's courses and workshops policies and procedures and to be responsible for maintaining accurate courses and workshops records on the appropriate system.
2. To feed into the budgeting of courses and workshops annually.
3. To undertake any other appropriate aspects of the work of the Examinations departments when necessary.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS		• Relevant experience of working in an arts Education business • Experience of working in a fast-paced environment • Experience in administration and operations • An understanding of and interest in the creative arts and inclusive, accessible ways of teaching and learning	-CV and certificates
SKILLS & ABILITIES	• Strong oral and written communication skills • Excellent interpersonal skills • Excellent organisational skills	• Confident using digital platforms • Event organisation expertise	-CV/Cover letter/ Interview
KNOWLEDGE	• Customer Service experience	• Experience of working in an awarding body/with the regulators • Strong knowledge of speech and drama qualifications and graded examinations	-CV/Cover letter/ Interview

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
EXPERIENCE		• Strong project management • Development of policies and procedures • Events organisation	-CV/Cover letter/ Interview
PERSONAL QUALITIES	• Flexible and adaptable • Proactive & eager to show initiative • Proven ability to work under pressure • Excellent team working	• Positive attitude and 'can do' approach • Ability to lead others in a team • An interest in theatre, the creative arts and theatre training	-CV/Cover letter/ Interview

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.