

JOB DESCRIPTION

JOB TITLE	Exams Coordinator
DEPARTMENT	Examinations
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Team Leader (UK Private/ UK Public/ International and ROA/ Results)
GROSS ANNUAL SALARY	Grade 2 £26,714 - £30,068 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; Monday to Sunday (4 weekdays and 1 day at the weekend) plus evening work as and when necessary
KEY WORKING RELATIONSHIPS INTERNAL EXTERNAL	Exams Head of Operations, Exams Operations and Assessment Delivery Manager, Partnerships and Relationships Manager, Finance Department, Examinations Coordinators, Examinations Stewards, Allocations Administrator, Customer Service Team, Qualifications Teams, Examiners Team, Examiners, UK and International Customers, UK and International Representatives, Travel Companies
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 5 months
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)
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 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

1. Information and Customer Service

- 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 Exams 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
- To provide administrative support for Examiners, Customers, and staff on ExamTrack (exams management system), Freshdesk (emailing system) and Key Travel (Travel Management Company)

2. Examinations support

To provide examinations support to the Exams Team, working either in the Scheduling Team (UK and International) or Results Team. Depending on business activity, you may be required to move across Teams to ensure business needs are met. Responsibilities include:

A) Scheduling

- To manage the exam entry process, make amendments to entries (withdrawals, change of examination, etc) and allocate exam fees
- To manage the examination preparation process, including conducting pre-checks, timetabling events and liaising with key internal and external stakeholders about exam delivery
- To accurately produce, check and disseminate confidential examination timetables materials within published Service Level Agreements
- To assist in the management of examination days in accordance with regulatory requirements, including preparing examination days, starting an examination, dealing with emergencies, irregularities, and malpractice/maladministration, ending examination sessions and distributing and collecting examination materials and reports
- To raise Examiner payment and work instructions, distribute and collate examination and results materials, and resolve/ escalate any queries
- 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)
- Liaise with Allocations Team on the booking of exam sessions, and allocations of Examiners and Stewards to sessions
- Liaise with Public/ Local Representatives about arrangements for examinations, inclusive of safety checks, and venue and steward hire
- To steward examinations in-person or remote as and where required, in accordance with LAMDA's operating policies and procedures
- Arrange the dissemination of examination materials and results in accordance with GDPR (General Data Protection Regulations) and SLAs
- To support the process relating to access arrangements, in line with regulatory and legislative requirements. To refer all reasonable adjustment applications and queries to the Qualifications Assessments Officer (or Qualifications Team) and ensure agreed provisions are communicated and are in place to ensure equal access to LAMDA's qualifications
- Liaise with the Qualifications and Examiner Teams on the reassessment of learners
- Ensure that all required information, including that for external learners, is obtained

and submitted accurately within set deadlines in relation to examination entries, changes, withdrawals, remark requests, and assessment data

B) Results

- To support the quality assurance and regulatory compliance for all examination results
- To administer and ensure the validation, moderation, awarding and certificating of results
- To ensure the timely and accurate transfer of invalidations, scrutiny and monitoring to the appropriate teams
- To support the results validation process in accordance with regulatory requirements
- To liaise with the Deputy Chief Examiner on the scrutiny and moderation of results
- To process duplicate certificates, letters of attestation and history transcripts for the Examinations Department, and keep all corresponding logs updated
- To assist the Quality and Compliance Team with any Enquiries About Results (EARs) and Appeals, including any amendments to previous awarding
- To ensure the secure handling of certificate stock in accordance with the General Conditions of Recognition, as set out by the Regulators
- To undertake stock checks of certificates and medals where necessary
- To log all Examiner Administration and Assessment issues in the Examiner Quality Log and escalate where relevant to the Exams Management Team

Other Duties

- To support the Allocations Team and answer any Examiner Emergency calls during weekdays and weekends, as required
- To support the maintenance of archive files and historical data relating to assessments and examination results
- To attend and contribute to regular staff meetings, team meetings and 1:1s, and escalate issues where applicable
- To liaise with the Finance Team on the payment of examination fees in accordance with LAMDA's policies and procedures
- Undertake financial administration and reporting in the absence of the Finance Team. Inclusive of allocating / resolving fee payments, debt and credit control (refunds and vouchers), examiner payments, Representative commission, examiner and representative' expenses claim, and daily income reconciliation
- To assist in the annual review of guides, policies and procedures, and template communications to customers
- To recommend and assist in process improvements and systems developments to improve the efficiency of the Examinations Department.
- To ensure adherence to and implement examinations policies, procedures, and operating standards at all times and to contribute to their annual review and improvement to ensure full compliance with Regulators' Conditions of Recognition and LAMDA's quality assurance processes.
- To support and adhere to accurate data record management and dissemination of information, in accordance with GDPR and operating policies and procedures
- To undertake general duties such as filing, photocopying, and administering departmental post, and any other aspects of the department's work as necessary, including supervising temporary staff as required
- To undertake other aspects of the Examinations Department's work when required.

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.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Strong literacy and numeracy skills; must have GCSE English and Maths (or equivalent) at minimum Grade C	Further or higher education qualification(s)	CV and Certificates
SKILLS & ABILITIES	Strong oral and written communication skills, listening and numeracy skills Excellent customer service skills Good organisational skills Excellent interpersonal skills Good time management skills	Ability to demonstrate sensitivity and diplomacy when communicating information	Covering letter / Interview
KNOWLEDGE	Basic IT knowledge Ability to maintain confidentiality of learner and customer records, examination materials and financial data	Previous experience with database software Experience and understanding of exam delivery	Covering letter / Interview
EXPERIENCE	Strong working knowledge of Microsoft packages, databases and use of emails Complying with the requirements of regulatory bodies	Previous administrative experience in a regulatory examinations or education setting Handling a high volume of work of detailed work, whilst adhering to strict guidelines Previous experience of working in an office	Covering letter / CV/ Interview

		or data driven environment Experience of working with databases and managing data input Previous experience in a marketing and/or customer service role Awareness of quality assurance frameworks/ regulatory frameworks	
PERSONAL QUALITIES	Flexible and adaptable Strong Oral, written communication and numeracy skills Should be a self-starter Proven ability to work under pressure, whilst maintaining accuracy and attention to detail Proven ability to manage priorities and workloads effectively Strong team-working skills	Ability to follow relevant policies, procedures and regulations to complete work Commitment to safeguarding and promoting the welfare of young people	Application / Interview