

JOB DESCRIPTION

JOB TITLE	Team Leader (UK Private)
DEPARTMENT	Examinations
TYPE OF CONTRACT	Permanent, full-time
REPORTING TO	Deputy Examinations Operations Manager
RESPONSIBLE FOR	Examinations Coordinators (UK Private)
COUNTERSIGNING MANAGER	Operations Manager
GROSS ANNUAL SALARY	£26,000 to £30,000
HOURS OF WORK	35 hours per week; plus occasional evening and weekend work as necessary
KEY WORKING RELATIONSHIPS	Exams Operations Manager, Deputy Exams Operations Manager, Examinations Coordinators (UK Private), Examinations department, Marketing Department
INTERNAL	
EXTERNAL	Examiner Panel, Teachers Centre Coordinators, Representatives, Customers staff and prospective customer staff
HOLIDAY ENTITLEMENT	28 days per year plus bank holidays; (This is inclusive of any days when LAMDA may be closed i.e. Christmas closure)
PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying work place pension scheme. LAMDA will contribute an additional 3% of gross annual salary
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) EMPLOYEE ASSISTANCE PROGRAMME	LAMDA offers an employee wellbeing service which is confidential and easy to access. This service is available to staff 24 hours a day, 7 days a week
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Job Purpose

The primary focus of this role is to be responsible for the UK Private team of the Examinations Operations Department, providing leadership, support and line management to a team of Examinations Coordinators in order to meet the Department's operational and business objectives, which will contribute to LAMDA's overall business objectives.

Duties and Responsibilities

- To manage and assess the Department's administrative workload and ensure the Operations Examinations Coordinators are appropriately trained and allocated to tasks in order to meet changing priorities.
- To line manage the UK Private Examinations Coordinators, set objectives and ensure published Service Level Agreements (SLAs) are met.
- To work with the Deputy Examinations Operations Manager to allocate customers to Examinations Coordinators and review workloads alongside team members.
- To manage and assess the Department's administrative workload and ensure the Examinations Coordinators are appropriately trained and allocated to tasks in order to meet changing priorities.
- To manage the UK Private Examinations Coordinators and any casual workers, providing all support, training and workload assistance needs.
- To conduct regular team meetings, 1-1s, appraisals for team members.
- 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 lead the administration and processing of UK examination entries, examination scheduling and when available to support results processing in accordance with operating procedures and operating standards.
- To lead the administration and processing of UK examination session date booking process and to timetable examinations in accordance with LAMDA operating procedures and operating standards.
- To liaise with the Allocations and Date Bookings team to support the administration and processing of UK examination session date booking process and to timetable examinations in accordance with LAMDA operating procedures and operating standards.
- 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 work with the Deputy Exams Operations Manager, Exams Operations Manager, Head of Exams and Marketing to liaise with customers, communicate changes effectively and resolve any queries.
- To provide weekly reports on KPIs to ensure SLA is maintained and sufficient resources are in place.
- 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.
- To lead the updating of UK centre and teacher records.
- To liaise with the Results Team Leader to resolve all results queries for Private Centres. To ensure the team are trained on results processes and support process improvements.
- To liaise with other Team Leaders and the Deputy Examinations Operations Manager to flex resource between teams and request temporary/casual worker to deal with peaks of activity.
- To assist ExamTrack testing and make recommendations for systems developments.
- 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.
- To recommend process improvements and systems developments to improve the efficiency of the examinations department
- 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.

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
QUALIFICATIONS	Minimum of A Level or equivalent		Certificates
SKILLS & ABILITIES	<ul style="list-style-type: none"> -Project Management -Good organisational skills -Excellent interpersonal skills -Strong IT skills -Strong oral and written communication skills 		Application/ Interview
KNOWLEDGE	-Examinations / Education administration		Application/ Interview
EXPERIENCE	<ul style="list-style-type: none"> -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	Application/ Interview
PERSONAL QUALITIES	<ul style="list-style-type: none"> -Good organisational skills and attention to detail -Flexible and adaptable -A strong team player -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 clearly and effectively with both internal and external suppliers 		Application/ Interview

ABOUT LAMDA

LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

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.

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.