TRINITY COLLEGE LONDON	# Job Description

JOB TITLE:	Operations Coordinator (Language), UK & Ireland
Accountable to:	Operations Team Manager (Language), UK & Ireland
Staff managed:	None

PURPOSE OF THE JOB

To work with Trinity's ESOL examination centres in the UK & Ireland to deliver English language examinations. This includes supporting centres through the booking and administration process, financial administration, preparing information for examiners and handling general queries about Trinity ESOL exams. The role also involves ensuring Trinity's policies and procedures relating to the booking, administration and delivery of ESOL examinations are followed, ensuring a high level of customer service to examination centres and examiners, in line with Trinity's corporate standards.

KEY ACCOUNTABILITIES & TASKS

Examination Delivery

- Advise Trinity ESOL centres on exam booking/administration procedures;
- Support Trinity ESOL centres to use Trinity's online systems;
- Ensure exam closing dates are adhered to and apply surcharges as necessary;
- Organise UK examination tours which have cost effective itineraries, where applicable;
- Ensure all itineraries and tours adhere to examiner working conditions guidelines;
- Send relevant tour documentation to examiners within agreed timeframes;
- Support examiners to book travel/accommodation through our agreed service provider; book flights where necessary;
- Accurately process examiner payments, centre invoices and received income within agreed timeframes.

Customer Service and Quality Assurance

- Deal with telephone and email enquiries from centres/examiners within specified timeframes and agreed policies;
- Ensure all information given out is accurate and current;
- Provide telephone support to centres;
- Assist the Team Manager to maintain good quality customer facing operational information available on Trinity's website, in standard correspondence etc;
- Advise centres and examiners on the correct implementation of the Candidate ID policy;
- Assist in delivery of written exam inspection program;
- Assist in delivery of live monitoring program.

General

- Maintain accurate and up-to-date knowledge of all language examinations;
- Manage and maintain administrative and examination paperwork filing;
- Support the roll out of any new operational systems, including taking part in user testing and exam centre training;
- Take part in ad hoc projects as managed by the Team Manager, including involvement in the preparation for and roll-out of new qualifications;
- Manage own workload, using historic market knowledge to plan effectively for peak periods;
- Work as part of the UK & Ireland ESOL Operations team, offering support to others as required;
- Attend regular review and planning sessions;
- Take part in departmental rotas as required to ensure office cover;
- Take part in the duty rota for the UK & Ireland office emergency phone;
- Provide operational support for occasional conferences and other events, representing Trinity as required. This includes occasional weekend and out of hours work.

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

ESSENTIAL SKILLS REQUIRED:

- Excellent communication skills (telephone and written);
- Excellent administrative skills;
- Strong time management skills and the ability to work to strict deadlines;
- Ability to manage own workload and ensure tasks are completed efficiently and accurately;
- Ability to work under pressure for long periods and use initiative;
- Strong numerical skills;
- Strong knowledge of Microsoft Office with emphasis on Excel and Outlook;
- Ability to learn and work with in house systems and databases;
- A team player with a positive 'can do' attitude.

CONTACTS: INTERNAL AND EXTERNAL

- Examination centres;
- Examiners;
- Candidates;
- Teachers;
- Trinity staff across the UK & Ireland office, Head Office and international hubs, including operations, academic and finance team members.

FINANCIAL PARAMETERS

None