

	<b>Job Description</b>
<b>JOB TITLE:</b>	Moderation Co-ordinator, Arts Award
<b>Accountable to:</b>	Arts Award Moderation Team Leader
<b>Staff managed:</b>	N/A
<b>PURPOSE OF THE JOB</b>	
<p>The post holder will take responsibility for supporting customers to book and prepare for their Arts Award moderations and certificates, and will complete a variety of administrative tasks to facilitate their operational delivery.</p> <p>The role includes answering enquiries, supporting customers to use our online systems, processing moderation requests and certificates orders, invoicing, co-ordinating moderations, booking moderators and handing young people's work.</p>	
<b>KEY ACCOUNTABILITIES &amp; TASKS</b>	
<ul style="list-style-type: none"> <li>• Respond to first level phone and email enquiries about Arts Award</li> <li>• Advise Arts Award centres on moderation options and procedures, and answer straightforward delivery queries</li> <li>• Support customers to use the online Arts Award adviser portal</li> <li>• Process Arts Award moderation booking requests and Discover certificates orders</li> <li>• Book moderators and prepare their online itineraries</li> <li>• Facilitate arrangements and provide administrative support to the running of postal moderations, ensuring safe handling of young people's work</li> <li>• Invoice customers for Arts Award moderations and certificates and follow up on outstanding invoices</li> <li>• Deal with moderation changes (e.g. changes of date or young people moderating)</li> <li>• Take part in testing of IT systems and contribute accordingly to feedback</li> </ul>	

- Support the Moderation Team Leader in updating and reviewing the moderation section of the Arts Award website, providing information for Arts Award newsletters etc.
- Provide operational support for occasional conferences and events
- Take part in the duty rota for the UK & Ireland office emergency phone

## **JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST**

### **Education/Qualification**

Degree or equivalent

### **ESSENTIAL SKILLS REQUIRED:**

- Excellent administrative and organisational skills
- Ability to carry out a variety of office administrative tasks quickly and accurately
- Ability to organise own workload, prioritise and multitask
- Good verbal, written and face-to-face communication skills and the ability to relate to a wide range of people
- An appreciation of and commitment to delivering outstanding customer service
- Ability to work under pressure, meet deadlines and cope with periods of high workload
- Good problem-solving skills and ability to use initiative
- Strong IT skills (data entry, Microsoft Word, Excel and Outlook, and use of the internet)
- Experience of working with databases and handling data
- A team player with a positive “can do” attitude and enthusiasm for the arts
- An empathy with the ethos of Arts Award

### **Desirable skills:**

- Experience of working with in-house systems
- An interest in / experience of the arts and education

## **CONTACTS: INTERNAL AND EXTERNAL**

Arts Award advisers and centres

Young people and parents

External organisations with whom we have programme / service delivery partnerships

Arts Award moderator panel

Arts Council England Bridge organisations

Trinity UK & Ireland staff including Arts Award’s training, marketing and business development teams

Trinity College London central teams including operations, finance and IT

## **FINANCIAL PARAMETERS**

Understand and follow Trinity’s financial rules and processes and deliver maximum value for money within area of responsibility

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