

TRINITY COLLEGE LONDON	Job Description
JOB TITLE:	Written Papers Co-ordinator
Accountable to:	Written Examinations Manager
Staff managed:	None
PURPOSE OF THE JOB	
<p>To organise Written Examination papers, reporting to Written Examinations Manager and working as part of the Operations team. To ensure the smooth running of the complete written papers process and provide a first class service to centres and overseas markets through telephone, e-mail and written correspondence. Liaison with relevant departments and external suppliers as required.</p>	
KEY ACCOUNTABILITIES & TASKS	
<ul style="list-style-type: none"> • Accurately manage & input data on spreadsheets and databases, maintaining on a regular basis • Ensure that all exam information from centres & overseas markets is accurate and received within specified timeframes • Prepare detailed statistical information for the printing of written papers and send to printers within specified timeframes • Continually adapt figures to reflect changes in bookings and candidate registrations First Class delivery of department and corporate Service Standards • Maintain excellent communication links with centres, overseas markets and external suppliers during the cycle of exams • Mail all appropriate regulatory and examination paperwork to centres & overseas markets in advance of the examination session • Organise and allocate scripts to markers • Monitor & log all appropriate paperwork on databases, chasing up any upstanding scripts and examination paperwork within specified timeframes • Communicate in writing with centres & overseas markets, as required in follow up to exam sessions. Liaise with other departments where applicable. • Liaise with the Operations Support regarding examination dates and expected numbers, issuing of certificates, missing results • Be responsible for managing own individual workload and use historic market knowledge to plan and gear up for key periods • Manage archiving system for the Written Papers • Be ready to respond to the requirements of the Operations team to ensure department commitments are met 	

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

- Proven experience in dealing with spreadsheets, database management and Microsoft Office to an advanced level
- Ability to work independently and use initiative, a flexible and adaptable attitude especially during the peak periods
- Experience of managing own workload and ensuring tasks are completed efficiently, with emphasis on taking responsibility and a proactive approach
- Strong numerical skills to maintain spreadsheets, candidate registrations and volume of examination scripts, with particular attention to accuracy
- Customer Service focussed and experience with external suppliers
- Good communication and organisational skills
- Previous experience working within an academic environment preferred but not essential

CONTACTS: INTERNAL AND EXTERNAL

- Overseas Trinity Offices
- Trinity Markers
- Internal departments

FINANCIAL PARAMETERS

N/A