

TRINITY COLLEGE LONDON	Job Description
JOB TITLE:	Operations Team Manager (Arts Award Moderation), UK & Ireland
Accountable to:	Senior Operations Manager, UK & Ireland
Staff managed:	Operations Co-ordinators (x 3)
PURPOSE OF THE JOB	
<p>The Operations Team Manager (Arts Award Moderation) takes full responsibility for the delivery of Arts Award moderations in the UK and Ireland. Key responsibilities are to:</p> <ul style="list-style-type: none"> • Recruit, train and manage a team of Operations Co-ordinators • Effectively plan for quality operational delivery • Ensure quality delivery of all Arts Award moderations, offering an outstanding level of service to Trinity customers and addressing any issues that arise • Ensure continuous improvement of the customer experience and underpinning operational processes • Plan for and implement plans relating to the operational delivery of new Trinity products, systems and other initiatives for Arts Award moderation 	
KEY ACCOUNTABILITIES & TASKS	
<p>Team management</p> <ul style="list-style-type: none"> • Manage a team of Operations Co-ordinators, including taking responsibility for their recruitment, training, development and performance reviews <p>Planning</p> <ul style="list-style-type: none"> • Plan the annual assessment cycle inc. scheduling associated tasks and planning cover for peak periods • Produce forecasting information for the year ahead and share with other Trinity teams as required • Manage the contractual relationship with our partner organisation delivering Arts Award postal moderation • Ensure good quality public facing operational information is available via our online platforms, including downloadable resources, and contribute to scheduled customer communications • Oversee special operational arrangements with partner organisations • Input into the recruitment, training and standardisation of moderators, including developing/updating resources and facilitating or presenting sessions <p>Delivery</p> <ul style="list-style-type: none"> • Manage the national programme of Arts Award moderation, which includes arranging private moderation visits, facilitating joint moderations and running postal moderations 	

- Advise customers on assessment options and procedures and answer straightforward teaching queries
- Co-ordinate individual moderation days (take bookings from centres, arrange moderators, prepare invoices and paperwork, deal with changes, log received payments etc)
- Support customers to use Trinity's online portal
- Support moderators at difficult moderations, referring them to other Trinity teams as appropriate
- Work with the panel team to deliver the moderator monitoring programme
- Ensure maximum value for money in planning and implementing operational delivery
- Ensure the team follow all Trinity policies, with a particular focus on compliance with the Data Protection and Security policies
- Take part in the duty rota for the UK & Ireland office emergency phone

Continuous improvement

- Deal with and respond to feedback and first level complaints, liaising with other Trinity teams as appropriate
- Monitor and report on performance against KPIs across the team
- Review and revise co-ordination processes, policies and information, particularly to absorb learning from peak periods
- Contribute operational information to assist the panel team to manage the moderator panel
- Create statistical reports and identify trends to support business planning

New Trinity products and systems

- Actively engage with development of new IT systems, including identifying opportunities for improvement, testing, and managing change within the team and across your customer base
- Contribute to the development of new products and / or the expansion of existing products into new markets

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

Education/Qualification

- Educated to degree level or able to demonstrate substantial alternative experience; an interest in experience of the arts and education

ESSENTIAL SKILLS REQUIRED

- Good staff management and motivation skills
- Excellent administrative and organisational skills
- Excellent communication skills and the ability to relate to a wide range of people
- Understanding of and commitment to deliver outstanding customer service
- Strong prioritisation and multitasking skills
- Ability to work under pressure, meet deadlines and to cope with periods of high workload
- Good problem solving skills and ability to use initiative
- Ability to communicate clearly in writing and develop resources to support operational processes
- Ability to plan and implement processes and procedures
- Strong IT skills including experience of working with databases / in house systems

CONTACTS: INTERNAL AND EXTERNAL

- Trinity Registered Exam Centres
- Arts Award advisers
- Young people and parents
- External organisations with whom we have programme / service delivery partnerships
- Trinity moderators
- Arts Council England Bridge organisations
- Trinity UK & Ireland staff including other Operations Teams and the marketing, business development and sector support teams
- Trinity College London central teams including operations, panel, finance, HR and IT

FINANCIAL PARAMETERS

Responsible for managing budget for postal moderations and temporary staff and for authorising team and moderator expenses. Ensures the team follows Trinity's financial rules and processes and deliver maximum value for money within area of responsibility.