

<b>TRINITY</b> COLLEGE LONDON	<b>Job Description</b>
<b>JOB TITLE:</b>	Operations Coordinator, Exam Delivery
<b>Accountable to:</b>	Team Manager - Exam Delivery
<b>Staff managed:</b>	None
<b>PURPOSE OF THE JOB</b>	
<p>Reporting to the Team manager - Exam Delivery, the post holder is responsible for providing efficient organisation of examiner itineraries and exam sessions across all subject areas within the UK and international markets. This entails ensuring that our operational processes are followed, and key controls are in place and adhered to, to mitigate against risks.</p> <p>Organisation with a proven track record of working in an administrative capacity are essential in this role. The post holder will be responsible for taking care of exam logistics: booking travel, accommodation and wider tour schedules.</p>	
<b>KEY ACCOUNTABILITIES &amp; TASKS</b>	
<p><b>Exam delivery</b></p> <ul style="list-style-type: none"> <li>• Coordinate UK &amp; overseas tours, ensure tours are cost effective and sessions meet minimum fee requirements for the market;</li> <li>• Allocate examiners and ensure tours have correct application of examiner fees;</li> <li>• Book flights for examiners using Trinity's travel management provider's online booking tool;</li> <li>• Deliver department and corporate service standards;</li> <li>• Ensure itineraries adhere to examiner working conditions, involving Team Manager where necessary;</li> <li>• Deliver service to examiners and overseas network in a timely and accurate manner;</li> <li>• Send examiners relevant tour documentation within agreed timelines;</li> <li>• Identify cost effective flight routes, based on examiner welfare versus cost;</li> <li>• Ensure examiners receive work fairly and equally;</li> <li>• Ensure performance is in line with KPIs set for the Exam Delivery Team.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Take responsibility for developing geographical and cultural understanding of countries in which Trinity operates, e.g. time zones, transport connections, major flight routes;</li> <li>• Ensure that individual understanding of all exams is accurate and up to date and be able to handle general enquires from other team members;</li> </ul>	

- Be responsible for managing own individual workload, use historic market knowledge to plan workload and prepare for key periods;
- Be ready to respond to department workload to ensure commitments are met;
- Attendance of regular review/planning sessions;
- Attend conferences and events representing Trinity, including weekends and out of hours;
- Any other tasks as required.

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

- Experience of working in the Education or Charity sector is desirable;
- Working knowledge of UK and international geography is desirable;
- Ability to build and maintain rapport with internal stakeholders and external partners;
- Excellent customer service and administrative skills;
- Robust and multifaceted approach to work with strong communication, planning, organisational, time management and interpersonal skills;
- Ability to portray a professional image at all times when faced with challenging situations both internally and externally;
- Strong IT skills, proficient in the simultaneous use of Outlook, Word and Excel Microsoft Office packages;
- Meticulous work ethic with strong attention to accuracy and detail.

#### **CONTACTS : INTERNAL AND EXTERNAL**

Central Operations teams  
Academic teams  
Finance teams  
Examiners  
UK & Overseas Networks

#### **FINANCIAL PARAMETERS**

No budgets held but must be aware of financial implications within the role.