

	Job Description
JOB TITLE:	SELT Centre Manager
Accountable to:	Head of SELT Delivery
Staff managed:	Exam Registrar Exam Steward Invigilator
PURPOSE OF THE JOB	
<p>The Secure English Language Test (SELT) Centre Manager is responsible for the management of the centre and associated administrative functions on a day to day basis, including effective line management of all SELT Centre staff and the provision of reports and other information as requested. The SELT Centre Manager will support the local promotion of Trinity's SELT Centre, ensuring that all local marketing and promotional activities support the wider business development strategy.</p> <p>The post holder will promote a secure and safe test environment, ensuring full compliance with Trinity's examination policies and procedures to maintain the security and integrity of the test.</p> <p>A commitment to the provision of customer excellence and a flexible approach to working is essential as the SELT Centre Manager will be required to be onsite in this customer facing role.</p> <p>The SELT Centre Manager will be responsible for ensuring that the Centre is compliant with prevailing health and safety legislation at all times.</p>	
KEY ACCOUNTABILITIES & TASKS	
<ul style="list-style-type: none"> • To provide effective and efficient management of the centre on a day to day basis • To provide effective line management to staff employed within the Centre • To ensure adequate staffing levels are in place to service the needs of the centre and candidates • To ensure that all of Trinity's SELT policies and procedures are observed and completed in line with Home Office guidelines and requirements • To regularly check that all SELT Centre staff are adhering to and completing all of Trinity's SELT procedures • To ensure that all centre documentation is kept current and maintained as required • Ensure that staff training is completed at the required and/or prescribed intervals 	

- Draw up seating plans for written exams
- To ensure that staff performance and development reviews (PDR) are carried out in line with Trinity's PDR process
- To plan and executive regional promotional/marketing initiatives to drive candidates to Trinity and promote Trinity as a provider of Secure English Language Tests, gaining input and approval from the Head of Business Development as appropriate

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

Education/Qualification

- Respectable level of general education or equivalent

ESSENTIAL SKILLS REQUIRED:

- Accomplished in the provision of customer service excellence and sound knowledge of customer service ethos and provision of customer excellence.
- Leadership experience desirable, demonstrating line management and staff appraisal experience to motivate and develop staff
- Ability to create and maintain business networks/relationships
- Aptitude to prepare weekly or monthly reports.
- Multifaceted in time management, planning, organisational and interpersonal skills
- Robust communication skills to communicate at all levels both written and oral
- Ability to portray a professional image at all times and in challenging situations both internally and externally.
- Strong IT skills, proficient in the use simultaneously of, Email, Word and Excel programmes.

CONTACTS : INTERNAL AND EXTERNAL

- Staff at Trinity's London and Croydon offices
- Candidates
- Examiners
- Inspectors

FINANCIAL PARAMETERS

All spend to be agreed with the SELT Centre Engagement Manager .