

	<h1>Job Description</h1>
<b>JOB TITLE:</b>	Operations Coordinator – Exam Delivery
<b>Accountable to:</b>	Exam Delivery Manager
<b>Staff managed:</b>	None
<b>PURPOSE OF THE JOB</b>	
<p>To work within the Exam Delivery Team providing efficient organisation of examiner itineraries and examination sessions across all subject areas within the UK and international markets.</p> <p>While also delivering an excellent level of customer service to examiners and markets, in line with Trinity's policies and procedures relating to the booking, administration and delivery of examinations.</p>	
<b>KEY ACCOUNTABILITIES &amp; TASKS</b>	
<p><b>Examination delivery</b></p> <ul style="list-style-type: none"> <li>• Coordinate UK &amp; overseas tours ensuring they are cost effective, have correct application of examiner fees, examiner allocation and that tours and sessions meet minimum fee requirements for the market</li> <li>• Book flights for examiners using Trinity's Travel Management online booking tool</li> <li>• Ensure itineraries adhere to examiner working conditions, involving Exam Delivery Manager if any deviation from conditions become evident;</li> <li>• Delivery of service to Examiners and Overseas network in a timely and accurate manner;</li> <li>• Sending examiners relevant tour documentation within agreed timelines;</li> <li>• Identifying most cost-effective flight routes, based on examiner welfare vs cost;</li> <li>• Ensure examiners receive work fairly and equally</li> <li>• 100% adherence to closing dates unless otherwise authorised by Team Leader.</li> <li>• Check and ensure examiner claim forms follow Trinity policies and sending to Finance within agreed timelines.</li> <li>• Delivery of department and corporate Service Standards</li> </ul> <p><b>Quality Assurance</b></p> <ul style="list-style-type: none"> <li>• Deal with enquires within specified timeframes and agreed policies.</li> <li>• Return all telephone calls and emails in accordance with agreed policies</li> <li>• Ensure all information given out is accurate and current.</li> </ul> <p><b>General</b></p>	

- Take responsibility for developing geographical and cultural understanding of countries in which Trinity operates e.g. time zones, transport connections, major flight routes
- Ensure that individual understanding of all examinations is accurate and up to date and be able to handle general enquires from other team members
- Be responsible for managing own individual workload, use historic market knowledge to plan workload and gear up 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;
- Department rotas covered as required.
- Ad hoc work allocated by Exam Delivery Manager, including involvement in the roll out of any new Operational systems

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

### **Education/Qualification**

- Respectable level of general education or equivalent

### **ESSENTIAL SKILLS REQUIRED**

- Experienced administrator with excellent communication skills, telephone and written
- Strong knowledge of Microsoft Office with emphasis on Excel and Outlook
- Ability to work under pressure for long periods and use initiative
- Strong time management skills and the ability to work to strict deadlines
- Ability to manage own workload and ensure tasks are completed efficiently
- Strong numerical skills

## **CONTACTS: INTERNAL AND EXTERNAL**

Operations  
Academic teams  
Finance  
Examiners  
UK & Overseas Networks

## **FINANCIAL PARAMETERS**

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