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|  | Job Description |
| **JOB TITLE:** | Music & Drama Operations Coordinators, UK & Ireland Music |
| **Accountable to:** | Operations Team Manager, (Music/Drama ) UK & Ireland |
| **Staff managed:** | None |
| Purpose of the Job | |
| The post holder will take responsibility for the efficient organisation of music exam sessions across their designated area of the United Kingdom, offering an outstanding level of customer service to Trinity centres and representatives.  Additionally, all members of the team are expected to gain a wider knowledge of music and drama examinations and of departmental operations in order to support colleagues and the development of processes and procedures as appropriate. | |
| **KEY ACCOUNTABILITIES & TASKS** | |
| * To liaise with centre representatives to provisionally agree examination dates for the coming year * To confirm examination dates and plan tour schedules once entries are received * To ensure correct payment is received and that minimum fee requirements are met * To ensure that examiners are informed of all details in good time, including centre details and details of examinations to be taken, in addition to travel information * To advise centres of their examiner(s) and ensure provision of exam materials * To check all expenses claims and invoices from centres before passing to Finance department * To support examiners to book examiner accommodation and travel as required, using travel agent and online tool * To provide telephone and email support for centres using the Trinity Online administration system * To actively engage with further development of Trinity Online and Music Online Booking including identifying opportunities for improvement and user testing * To deal with general telephone and email enquiries within agreed timelines * To ensure that private centres receive up to date information regarding examination procedures and timelines * To represent Trinity at occasional examination sessions, Representative meetings or other events as necessary * To take part in the duty rota for the UK & Ireland office emergency phone | |
| **JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST** | |
| **Essential**  Experienced administrator with good organisational skills  Able to carry out a variety of administrative tasks quickly and accurately  Good interpersonal and communication skills (written and verbal)  An appreciation and understanding of good customer service  Strong IT skills including MS Office applications  Ability to prioritise, to work under pressure and meet deadlines and to use initiative  A team player with a positive “can do” attitude and flexible approach to work  **Desirable**  An interest in the arts and education | |
| **CONTACTS : INTERNAL AND EXTERNAL** | |
| Public and private centre representatives  Teachers and candidates  Music and Rock & Pop examiner panels  Operations and business development colleagues within the UK & Ireland regional office  Colleagues from Trinity’s central office, including those within operations, academic, product, finance, IT and postroom  Trinity’s National and Local Managers | |
| **FINANCIAL PARAMETERS** | |
| No budgets held but the post holder is expected to manage examination arrangements in accordance with company guidelines regarding finances e.g. booking reasonably priced examiner travel/accommodation and organising cost effective tours, with reference to published terms and conditions. | |