

	<h1>Job Description</h1>
<b>JOB TITLE:</b>	Written Papers Co-ordinator
<b>Accountable to:</b>	Written Papers Team Leader
<b>Staff managed:</b>	None
<b>PURPOSE OF THE JOB</b>	
<p><i>E.g. To ensure that relevant syllabuses are available and kept up to date to professional standards; To provide secretarial and administrative services to the Head of Department</i></p> <p>To organise Written Examination papers, reporting to Written Papers Team Leader and working as part of the Operations team. To ensure the smooth running of the complete written papers process and provide a first class service to centres and overseas markets through telephone, e-mail and written correspondence. Liaison with relevant departments and external suppliers as required.</p>	
<b>KEY ACCOUNTABILITIES &amp; TASKS</b>	
<ul style="list-style-type: none"> <li>• Accurately manage &amp; input data on spreadsheets and databases, maintaining on a regular basis.</li> <li>• Ensure that all exam information from centres &amp; overseas markets is accurate and received within specified timeframes</li> <li>• Prepare detailed statistical information for the printing of written papers and send to printers within specified timeframes.</li> <li>• Continually adapt figures to reflect changes in bookings and candidate registrations</li> <li>• First Class delivery of department and corporate Service Standards</li> <li>• Maintain excellent communication links with centres, overseas markets and external suppliers during the cycle of exams</li> <li>• Mail all appropriate regulatory and examination paperwork to centres &amp; overseas markets in advance of the examination session</li> <li>• Organise and allocate scripts to markers.</li> <li>• Monitor &amp; log all appropriate paperwork on databases, chasing up any upstanding scripts and examination paperwork within specified timeframes.</li> <li>• Communicate in writing with centres &amp; overseas markets, as required in follow up to exam sessions. Liaise with other departments where applicable.</li> <li>• Liaise with the Operations Support department regarding examination dates and expected numbers, issuing of certificates, missing results</li> <li>• Provide telephone support to centres on aspects of the enrolment process</li> <li>• Be responsible for managing own individual workload and use historic market knowledge to plan and gear up for key periods</li> <li>• Manage filing system for the Written Papers</li> <li>• Be ready to respond to the requirements of the Operations team to ensure department commitments are met</li> </ul>	

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

*E.g. Professional accountancy qualification, at least 2 year's teaching experience, up to date knowledge of employment law,*

Proven experience in dealing with spreadsheets, database management and Microsoft Office to an advanced level.

Ability to work independently and use initiative, a flexible and adaptable attitude especially during the peak periods.

Experience of managing own workload and ensuring tasks are completed efficiently, with emphasis on taking responsibility and a proactive approach.

Strong numerical skills to maintain spreadsheets, candidate registrations and volume of examination scripts, with particular attention to accuracy.

Customer Service focussed and experience with external suppliers.

Good communication and organisational skills, with experience in letter writing.

Previous experience working within an academic environment preferred but not essential.

## **CONTACTS : INTERNAL AND EXTERNAL**

*E.g. Board and Committee members; Regulators and accreditation bodies; Panel of examiners; managers across the organisation; external contractors and suppliers; members of the public.*

Overseas Trinity Offices

Trinity Examiners

Internal departments

## **FINANCIAL PARAMETERS**

*E.g. Budget you control, value of projects you are involved in, income from activities you are involved in.*

N/A