

	<h1>Job Description</h1>
JOB TITLE:	Moderation Team Leader, Arts Award
Accountable to:	Operations Manager, UK & Ireland
Staff managed:	Moderation Co-ordinators x2 Operations Co-ordinator Temporary staff during peak periods
PURPOSE OF THE JOB	
<p>The post holder will take overall responsibility for operational delivery of the Arts Award moderation programme. This includes direct co-ordination of a share of moderations and managing the team to ensure that correct procedures are followed and an outstanding level of customer service is achieved. Additionally, the Team Leader will contribute their expertise to moderation focussed development projects, taking the lead on planning and implementing new procedures as necessary.</p>	
KEY ACCOUNTABILITIES & TASKS	
<ul style="list-style-type: none"> - Manage the national programme of Arts Award moderation/certification, which includes arranging private moderation visits, facilitating joint moderations and running postal moderations - Manage a team of Co-ordinators to successfully deliver the above programme, including taking responsibility for their recruitment, training, development and performance reviews - Advise Arts Award centres on moderation options and procedures and answer straightforward delivery queries - Ensure Artsbox registrations are efficiently processed and support customers to use this online portfolio tool - Co-ordinate individual Arts Award moderations (take bookings from centres, book moderators, prepare invoices and paperwork, deal with changes etc) - Support customers to use the online Arts Award adviser portal - Oversee plans for special Arts Award moderation arrangements for partner organisations - Manage the contractual relationship with our partner organisation delivering Arts Award postal moderation - Support moderators at difficult moderations, referring them on to the Panel team as appropriate - Facilitate a successful relationship with the Operations Support Team to ensure good communications/systems resulting in timely results entry and certificate dispatch - Deal with and respond to feedback and first level moderation complaints, liaising with colleagues in other teams as appropriate - Ensure good quality public facing moderation information is available via our online platforms, including downloadable resources, and contribute to scheduled customer communications - Contribute operational information to assist the panel team to manage the moderator panel, including maintaining operational information within the moderators' online platform 	

- Work with the panel team to deliver the moderator monitoring programme and contribute to the organisation of senior moderator meetings
- Input into the recruitment, training and standardisation of moderators, including developing resources and facilitating or presenting sessions
- Ensure maximum value for money in planning and implementing the Arts Award moderation programme
- Monitor and report on statistical data and trends relating to moderation to support business planning
- Monitor and report on standards of customer service across the team, supporting Co-ordinators to achieve excellence in this area
- Actively engage with development of new IT systems, including identifying opportunities for improvement, testing, training others and managing change within the team
- Review and revise moderation co-ordination processes, policies and information, particularly to absorb learning from peak periods
- Contribute to the development of new products and / or the expansion of existing products into new markets
- Ensure the moderation team follow all Trinity policies, with a particular focus on compliance with the Data Protection and Security policies
- Take part in the duty rota for the UK & Ireland office emergency phone

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

Essential

Good staff management and motivation skills
 Excellent administrative and organisational skills
 Excellent communication skills and the ability to relate to a wide range of people
 Understanding of and commitment to deliver outstanding customer service
 Strong prioritisation and multitasking skills
 Ability to work under pressure, meet deadlines and to cope with periods of high workload
 Good problem solving skills and ability to use initiative
 Ability to communicate clearly in writing and develop resources to support operational processes
 Ability to plan and implement processes and procedures
 Strong IT skills including experience of working with databases / in house systems

Desirable

An interest in / experience of the arts and education

CONTACTS : INTERNAL AND EXTERNAL

Arts Award advisers and centres
 Young people and parents
 External organisations with whom we have programme / service delivery partnerships
 Arts Award moderator panel
 Arts Council England Bridge organisations
 Trinity UK & Ireland staff including other operations Team Leaders and Arts Award's training, marketing and business development teams
 Trinity College London central teams including operations, finance, HR and IT

FINANCIAL PARAMETERS

Understand and ensure the moderation team follows Trinity's financial rules and processes and deliver maximum value for money for area of responsibility

