

 <p>TRINITY COLLEGE LONDON</p>	<h2>Job Description</h2>
<p>JOB TITLE:</p>	<p>Moderation Co-ordinator, Arts Award</p>
<p>Accountable to:</p>	<p>Arts Award Moderation Team Leader</p>
<p>Staff managed:</p>	<p>N/A</p>
<p>PURPOSE OF THE JOB</p>	
<p>The post holder will take responsibility for supporting customers to book and prepare for their Arts Award moderations and certificates, and will complete a variety of administrative tasks to facilitate their operational delivery.</p> <p>The role includes answering enquiries, supporting customers to use our online systems, processing moderation requests and certificates orders, invoicing, co-ordinating moderations, booking moderators and handing young people’s work.</p>	
<p>KEY ACCOUNTABILITIES & TASKS</p>	
<ul style="list-style-type: none"> • Respond to first level phone and email enquiries about Arts Award • Advise Arts Award centres on moderation options and procedures, and answer straightforward delivery queries • Support customers to use the online Arts Award adviser portal • Process Arts Award moderation booking requests and Discover certificates orders • Book moderators and prepare their online itineraries • Facilitate arrangements and provide administrative support to the running of postal moderations, ensuring safe handling of young people’s work • Invoice customers for Arts Award moderations and certificates and follow up on outstanding invoices • Deal with moderation changes (e.g. changes of date or young people moderating) • Take part in testing of IT systems and contribute accordingly to feedback 	

- Support the Moderation Team Leader in updating and reviewing the moderation section of the Arts Award website, providing information for Arts Award newsletters etc.
- Provide operational support for occasional conferences and events
- Take part in the duty rota for the UK & Ireland office emergency phone

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

Education/Qualification

Degree or equivalent

ESSENTIAL SKILLS REQUIRED:

- Excellent administrative and organisational skills
- Ability to carry out a variety of office administrative tasks quickly and accurately
- Ability to organise own workload, prioritise and multitask
- Good verbal, written and face-to-face communication skills and the ability to relate to a wide range of people
- An appreciation of and commitment to delivering outstanding customer service
- Ability to work under pressure, meet deadlines and cope with periods of high workload
- Good problem-solving skills and ability to use initiative
- Strong IT skills (data entry, Microsoft Word, Excel and Outlook, and use of the internet)
- Experience of working with databases and handling data
- A team player with a positive “can do” attitude and enthusiasm for the arts
- An empathy with the ethos of Arts Award

Desirable skills:

- Experience of working with in-house systems
- 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 Arts Award’s training, marketing and business development teams

Trinity College London central teams including operations, finance and IT

FINANCIAL PARAMETERS

Understand and follow Trinity’s financial rules and processes and deliver maximum value for money within area of responsibility

