

	Job Description
JOB TITLE:	Panel Support Co-ordinator
Accountable to:	Senior Panel Development Manage
Staff managed:	N/A
PURPOSE OF THE JOB	
<p>This role works across our Examiner Panels Management and Deployment team, whose remit is to handle the recruitment, training and standardisation of Trinity's panel members. Panel members are deployed in a number of activities, including face to face examinations, marking exam manuscripts and written papers, facilitating training and standardisation activities and moderating candidates' portfolio work. The Panel Support Co-ordinator is responsible for providing high level administration to support the smooth running of the Panel team with particular focus on management of data and records. This includes the administration and management of recruitment data and processes, panel system records and panel member agreements and contracts.</p>	
KEY ACCOUNTABILITIES & TASKS	
<p>Panel Recruitment</p> <ul style="list-style-type: none"> • Support Panel Recruitment activity, including but not limited to: management of recruitment data checks e.g. DBS, qualification verification, references, identity cards, liaising with wider Trinity teams on the setting up of new panel members and updating Trinity system records <p>Panel data and records</p> <ul style="list-style-type: none"> • Manage record keeping of all panel data both in digital and hard copy forms including but not limited to information on Siebel/ TOL, panel VLE (Totara), internal spreadsheets, maintaining examiner biographies and liaising with HR re DBS renewals • Contribute to processes for data management, liaising with relevant staff as required <p>Panel contracts and reviews</p> <ul style="list-style-type: none"> • Log panel member feedback received e.g. following complaints, reviews and referrals and provide data as requested for panel reviews • Prepare data on panel availability for panel reviews in liaison with the Reporting and Visualisation Analyst • Take responsibility for liaising with Trinity's Legal team on preparing the required data for panel member agreements and marker/assessor contracts to be issued annually • Maintain accurate records of retiring panel members, inform managers of affected panel members prior to panel reviews and prepare retirement letters <p>General administration support</p> <ul style="list-style-type: none"> • Pass panel queries on to relevant staff as required • Liaise with internal and external contacts as required 	

- Provide admin support to the wider panel team as and when required e.g. cover for leave and peak periods

Finance

- Invoice processing support when required
- Maintain expenditure spreadsheets where relevant
- Process new examiner bank account details

General

- Occasional weekend work to support Panel activities/events
- All other tasks as require

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

Education/Qualification

Respectable level of general education or equivalent

ESSENTIAL SKILLS REQUIRED:

- Excellent administrative and organisational skills, with a flexible approach to work
- Ability to carry out a variety of office administrative tasks quickly and accurately
- Ability to organise own workload, prioritise, multitask and meet deadlines set
- Excellent time management skills
- An appreciation and understanding of good customer service
- Good verbal, written and face to face communication skills
- Good IT skills (data entry, word processing, basic spreadsheet, use of the internet)
- Ability to cope with periods of high workload
- A team player with a positive “can do” attitude and enthusiasm for English Language and arts products
- An ability to work sensitively with a range of stakeholders
- An interest in the English language testing and the arts although not essential is desirable

CONTACTS : INTERNAL AND EXTERNAL

- Panel members including examiners, markers, monitors, trainers, training agencies and moderators
- Post Results Services
- Quality Standards Team
- Product team
- Operations team
- Trinity core services e.g. Finance, IT, UK and international markets and reps (as appropriate)
- External contractors, suppliers and venues
- Associates and consultants and senior panel members
- Other External organisations / bodies (as appropriate)

FINANCIAL PARAMETERS

- Financial administration only

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