JOB DESCRIPTION

JOB TITLE: Administrative Assistant

REPORTS TO: Quality Assurance Manager

DEPARTMENT: Chief Examiner

DATE: March 2009

SALARY: Scale 3 (£20,458 to 23,747 per annum)

JOB PURPOSE

The primary job purpose is to assist the Quality Assurance Manager and Assistant Quality Assurance Manager.

DIMENSIONS

- Quality assurance: providing administrative support to the Quality Assurance Manager and Assistant Quality Assurance Manager.
- Practical Complaints and Appeals: assisting the Assistant Quality Assurance Manager with the administration of Graded complaints and appeals (approximately 1000 per year of which half are 14-day marking appeals); assisting the Quality Assurance Manager with the administration of Diploma appeals and sub-committee procedures.
- Theory Appeals: assisting the Quality Assurance Manager with the administration of appeals (a few per session)

ORGANIZATION

ACCOUNTABILITIES AND RESULTS

i) To provide efficient practical and administrative support to the Quality Assurance Manager and Assistant Quality Assurance Manager.

ii) Assisting with the registering of appeals, both graded and diploma.
iii) Opening mail (external and internal), unless marked ‘personal’ or ‘confidential’.
iv) Typing correspondence and other documents for the Quality Assurance Manager and Assistant Quality Assurance Manager.
v) General telephone enquiries and filtering calls to the Quality Assurance Manager and Assistant Quality Assurance Manager.

**Administration of Complaints and Appeals**

i) Assisting the Assistant Quality Assurance Manager in dealing with all mail related to practical complaints and appeals: opening and date-stamping on receipt; using AS400; writing details of examiner/centre/tour number/examination date/special visit, visit or centre/contact telephone numbers/school entry/result etc., on correspondence and categorisation, referring to the Quality Assurance Manager or the Assistant Quality Assurance Manager in his/her absence for prioritisation, as and when necessary.

ii) Assisting with the entering of all complaints and appeals on database and in complaints logbook.

iii) Typing correspondence etc. for Quality Assurance Manager and Assistant Quality Assurance Manager, as appropriate, and fully updating appeals database accurately at the end of the session.

iv) Typing complaints and appeals correspondence letters for the Chief Examiner.

v) Assisting the Assistant Quality Assurance Manager with the issuing of first acknowledgements and attaching printouts from database to correspondence (these include examiner statistics and appeals, previous complaints history from archive database, previous complaints made by the applicant, applicant results history and statistics – where necessary the examiner file should be attached). Passing to the Quality Assurance Manager, Assistant Quality Assurance Manager or Chief Examiner for next stage if necessary and noting whereabouts in logbook.

vi) Filing complaints and appeals as indicated by the Quality Assurance Manager and updating database/logbook accordingly. Regularly checking through concertina files.

vii) Assisting the Assistant Quality Assurance Manager with the archiving of complaints and appeals correspondence promptly.

viii) Compiling high marks grid for review by the Quality Assurance Manager at the end of the session in time for the end of session review.

ix) Entering details of theory moderation and action accurately and within a reasonable time frame onto the theory moderation database.

**Appreciations**

i) Registering and attaching response for signature.

**NATURE AND PURPOSE OF INTERNAL AND EXTERNAL CONTACTS**

**Internal Contacts**
- All members of the Chief Examiner’s Department – appeals correspondence
- UK & Ireland Operations Department – appeals administration
- International Department – international appeals information
- Office Services Department – stationery requests
- Finance Department – processing appeal fees
External Contacts
- Teachers, parents, candidates, Heads of Services, Honorary Local Representatives - complaints, assisting in arranging further examinations
- Examiners – notification of potential complaints, booking of moderators for further examinations

SKILLS REQUIRED FOR A FULLY ACCEPTABLE PERFORMANCE

<table>
<thead>
<tr>
<th>▪ Organization and time management</th>
<th>▪ Use of standard software packages on PC</th>
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<td>▪ Communication and interpersonal skills</td>
<td>▪ Initiative</td>
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<td>▪ Confidentiality</td>
<td>▪ Strong musical background</td>
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<td>▪ Administrative skills and experience</td>
<td>▪ An understanding of the Board's ethos, aims and standards</td>
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<td>▪ High degree of accuracy and attention to detail</td>
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JOB CONTEXT

The Chief Examiner’s Department is responsible for the creation and delivery to candidates of the musical and educational aspects of the Board’s examination service. The jobholder provides essential support to the line manager.

LIMITS OF AUTHORITY

Administration on behalf of the Quality Assurance Manager and Assistant Quality Assurance Manager; assisting with further examinations on behalf of the Assistant Quality Assurance Manager.

TYPICAL PROBLEMS REFERRED TO SUPERIOR

In the absence of the Quality Assurance Manager, appeals are discussed with the Assistant Quality Assurance Manager in the first instance and thereafter the Chief Examiner. Syllabus matters are referred to the Syllabus Office. In the absence of all the above, the Executive Director: Finance and Administration should be consulted regarding serious appeals.

NATURE AND RANGE OF IMPACT

The jobholder’s supportive role is central to the work of the Quality Assurance Manager and Assistant Quality Assurance Manager. The jobholder’s administrative input is essential to the smooth running of quality assurance at the Board, including the appeals system and the consequent level of customer service.

ALLOCATION, REVIEW AND APPROVAL OF WORK

- Appeals work is instigated by applicant correspondence.
- Quality Assurance projects are allocated by the Quality Assurance Manager who oversees and regularly reviews the work of the jobholder.
- Formal appraisal of work will be undertaken through the Board’s annual appraisal scheme.
EQUIPMENT OPERATION

- PC (Word, Excel, Access, Lotus Notes)
- AS400
- Audio-typing equipment, as required.

ADDITIONAL INFORMATION

CONDITIONS OF SERVICE

Salary:

Scale 3 (£19,766 to £22,944 per annum). You will receive incremental progression to the maximum pay scale for your grade and this takes place on the 1st February each year, subject to starting employment prior to 30th September.

Contract period:

This is a permanent contract.

Place of work:

Portland Place, London, W1B

Payment of salary:

Payment is made by the 23rd day of the month to a nominated bank or building society account.

Probationary period:

If you have not been employed by the Associated Board in a similar capacity previously, your employment shall be subject to a probationary period of three months. The completion of your probationary period will, however, be subject to a formal review and you will not have completed your probationary period until that review has taken place.

Termination of employment:

The period of notice to terminate the appointment will be one calendar month by either party (one week during the probationary period).

Pension provision:

The Associated Board operates an Occupational Pension Scheme, whereby the employee and employer pay contributions to the scheme based on the employee’s pensionable salary. Unless otherwise stated in your letter of appointment, membership begins on attaining 18 years of age, subject to completion of a satisfactory probationary period.

Interest free season ticket loan:
Season tickets loans are available on request after three months’ service.

**Hours of work:**

Using a flexible working system, full-time staff work thirty-five hours per week (seven hours per day excluding a lunch break). This allows some choice over starting and finishing times of work and also when lunch breaks are taken. Core hours, when employees must be at work, are in operation between 10.00 a.m. and 4.00 p.m. (excluding a lunch break). Lunch-breaks must be taken between 12.30 and 2.30 p.m. and employees are required to take a break of one hour for lunch. ‘Flexitime’ should, however, be operated in such a way that departments are adequately staffed throughout normal office hours (8.00 a.m. to 6.00 p.m. Monday to Friday). Some evening and weekend work may be required, for which overtime will be paid.

**Annual Leave:**

The annual leave entitlement is 20 days plus all statutory public holidays. This will increase by one additional day for each year’s service up to twenty-five days. In addition, the Board normally has a winter closure between the 27 and 31 December each year.

**Appointment:**

The Human Resources Manager will request references following the interview for the successful candidate only. Offers will be made subject to satisfactory references and proof of eligibility to work in the UK.

**Approved by:**

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