

MOUNTVIEW

Job Description

JOB TITLE:	Mountview Exams Coordinator
RESPONSIBLE TO:	Academic Quality & Compliance Manager
WORKS CLOSELY WITH:	Facilities & Operations Team Sales & Events Team Welcome Team
LIAISES WITH:	Senior Lead Examiner Lead Examiners Mountview Examiners

ABOUT MOUNTVIEW

Mountview trains students differently. One of the UK's leading drama schools, we develop actors and practitioners who will become the future of the creative industries. Through innovative practice, new approaches to working and close relationships with industry, we cultivate graduates who are independent, generous and actively connected to the issues of the day.

The arts can enrich and change lives. We are passionate about dismantling barriers to the arts and engaging with communities in Peckham and beyond. Every year we share our space, expertise and resources, opening up access to the dramatic arts for all ages and abilities, while simultaneously learning from and collaborating with the vibrant cultural ecology on our doorstep.

Today's students join a constellation of graduates making their mark on the profession. Actors Grace Hodgett Young (*Sunset Boulevard*), Ben Joyce (*Back to the Future*), Louisa Harland (*Derry Girls*), Artistic Director Rachel Bagshaw (Unicorn Theatre), Musical Director Sean Green (*Get Up, Stand Up!*), Olivier Award-winning actor Giles Terera (*Hamilton*) and actor Eddie Marsan are just a few of our notable alumni.

BACKGROUND TO THE ROLE

In 2024, Mountview is launching eight new graded qualifications in Musical Theatre. Our exams are different to those currently in the marketplace. We have designed creative opportunities which offer candidates the chance to take agency over their work and encourage original interpretations of musical theatre material. One of our points of innovation is the equal assessment of Acting, Singing and Dancing. Our focus is on imaginative development and culminates at the highest levels in a curated personal integrated programme of musical theatre.

Our exams are for everyone, for all ages. They are driven by a desire to share Mountview expertise wider and they embody Mountview values.

MAIN PURPOSE OF POSITION

The Mountview Exams Coordinator will be a key member of Mountview's administrative team. Reporting to the Academic Quality & Compliance Manager, the post holder will be responsible for providing a range of administrative services to ensure the smooth running of Mountview exams, including exam organisation, examiner allocation and customer and examiner support.

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KEY RESPONSIBILITIES

Exam Organisation

- Administer Mountview's exam management system, and ensure that performer, examiner and exam centre records are accurate and up-to-date ensuring accuracy and compliance with data protection legislation.
- Lead on the logistical management and organisation of exam sessions, including booking examiners and making arrangements for additional staffing, travel, accommodation and subsistence where necessary.
- Ensure that exam sessions are cost-efficient, accounting for examiner location and travel and subsistence requirements.
- Report any discrepancies or changes in exam centre details to the Academic Quality & Compliance Manager.
- Monitor examiner utilisation ensuring that all examiners are fairly and appropriately utilised and flag issues with appointing examiners to the Senior Lead Examiner and Academic Quality & Compliance Manager.

Examiner Allocation

- Lead on the allocation of examiners to exam sessions.
- Work with the Senior Lead Examiner and/or Academic Quality & Compliance Manager to resolve examiner availability issues both in advance of exam sessions and on the day, liaising with exam centres and replacement examiners.
- Ensure that an appropriate number of contingency examiners are in place.
- Work with the Academic Quality & Compliance Manager to ensure minimum service days are achieved for each examiner, identifying any excess or lack of hours worked.
- Provide regular updates to senior management on exam bookings and examiner allocations.
- Report any examiner conflicts of interest to the Senior Lead Examiner.

Customer and Examiner Support

- Administer the exams inbox and helpline, and respond to customer, examiner, and exam centre queries in a friendly, professional, and timely manner.
- Respond to customer queries relating to exam assessments and provide advice and guidance on Mountview's assessment regulations and procedures.
- Support customers with exam booking and payment processes and ensure that exam fees are received in full and on time.
- Act as first point of contact for examiners, resolving queries regarding exam session allocation, travel, accommodation and subsistence.
- Support examiners in the use of Mountview's exam management system and assist in maintaining examiner diaries.
- Attend examiner meetings and provide training where necessary.

Other Duties

- Provide support to other colleagues and teams as required.
- Attend regular staff meetings and provide updates as necessary.
- Undertake training and development as required/agreed.
- Any other duties as may be reasonably required.

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PERSON SPECIFICATION

Qualifications and Experience

- Demonstrable experience of maintaining attention to detail and providing assured accuracy whilst working under pressure and meeting strict deadlines.
- Proven track record of diplomacy and working effectively with a wide range of people.
- Experience of working in an administrative role.

Skills and Abilities

- Excellent time management and organisational skills, with ability to multitask, prioritise, problem-solve and respond confidently to unexpected situations.
- Excellent written and verbal communication skills, including confident telephone manner, and ability to present well in person.
- Positive and outgoing approach to customer service.
- Ability to work as part of a team and to stay motivated, use own initiative and make proactive decisions when working alone.
- Ability to exercise tact and discretion in dealing with sensitive and confidential matters.
- IT-literate and highly proficient in using Microsoft Office, including Outlook, Word, Excel and Access.

Personal Qualities and Attributes

- Interest in arts participation and/or education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to self-development.

ADDITIONAL INFORMATION

The post holder at all times must carry out their responsibilities with due regard to Mountview's policies and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act 2018, and must abide by any related policies and procedures.

This post is based at Mountview's premises in Peckham, London SE15. Mountview reserves the right to require the post holder to work at such other place of business within Greater London as the organisation may require, or work from their own home for online delivery when necessary.

Mountview currently operates a hybrid working policy, 60% in the office and 40% remotely, where roles and responsibilities allow. This is not a contractual right and is reviewed periodically, and we reserve the right to request that you are in the office at any time during your working week.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

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TERMS AND CONDITIONS

- Salary:** Circa £30K per annum, depending on experience.
- Contract:** Permanent.
- Hours:** 40 hours per week, normally 9am to 6pm Monday to Friday unless agreed with line manager, with a 1 hour unpaid break each day. The role will require working on Mountview centre examination days, which may include occasional weekends. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.
- Holiday:** 28 days in the first year, including bank holidays, pro rata, rising with length of service thereafter.

CLOSING DATE

The closing date for completed applications is **Tuesday 19 March at 9am**.

We will be reviewing applications and interviewing candidates on an ongoing basis, and reserve the right to close the vacancy early should we appoint before the closing date.

HOW TO APPLY

Please send your **current CV** with a **covering letter** and a **completed equal opportunities monitoring form** to Alistair Owen, People & Culture Manager, at alistairowen@mountview.org.uk

All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer. We actively encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.