

Job Description

Job Title:	Examinations Coordinator
Responsible to:	Professional Development Operations Manager
Job Purpose:	To manage the end to end pre examinations process for both the Certificate and Diploma in Company Direction qualifications, ensuring that customers receive a high standard of customer service and ensure excellent delivery of all IoD exams.
Key objectives/ responsibilities:	<ul style="list-style-type: none"> • Manage and administer the exam enrolment process, ensuring that all candidates are enrolled for their chosen exam on their chosen date/s • Manage and administer any changes to enrolment including transfers, cancellations • Ensure the enrolment process is managed in line with the IoD Terms and Conditions as well as our Assessment Policies and Processes. • Act as first line of support for all candidates and potential candidates for any exam related enquiries, answering directly or forwarding as needed to the Assessment Team. • Managing the examinations inbox and phone line ensuring all enquiries are answered in a professional manner and within adequate timeframes. • Preparing and sending standard notifications to candidates • Work with remote invigilation and any other suppliers to ensure candidates are enrolled correctly and have a high standard of experience • Manage and administer invoicing and payments for examinations • Work with our Franchise and In-company clients to manage their candidates through examinations enrolment and provide information and results as requested • Maintain accurate information in CRM • Supporting Assessment Team as needed • Generate reports for various internal stakeholders as needed
Key Relationships:	<ul style="list-style-type: none"> • Client delivery team • Sales team • Content and Assessment team • IoD Franchise partners and In-company clients • Finance team • IoD examination candidates • External exam service providers
Hours:	Monday to Friday, 9am – 5pm
Location:	116 Pall Mall, London

Person Specification

Key Personal Attributes	<ul style="list-style-type: none"> • Has a positive and professional attitude, demonstrating the values of the IoD and of the PD team's ethics • Be client-focused with a passion for providing a high-quality customer experience • Has an agile approach to getting things done • Is well presented, ensuring a professional, business like appearance at all times • Excellent customer service skills and ability to deal with customers who may be under particular pressure • Ability to manage complaints and difficult conversations • Ability to work collaboratively within a team • Ability and initiative to work with minimal direction • Ability to prioritise and manage large number of tasks
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	<ul style="list-style-type: none"> • A friendly and helpful manner with a proven ability to identify and resolve problems • Resilient, and able to keep a positive attitude when under pressure and during periods of change
Qualifications/ Experience:	<ul style="list-style-type: none"> • Experience of working in a customer service or support role(s) • Experience in providing customer support for online solutions (desirable) • Has worked in a professional services role • Has worked in an examinations teams (desirable) • Worked in a learning and development team or professional training organisation (desirable) • Experience in managing a high volume of data and information management • CRM experience (or other similar database experience)
Knowledge/ Skills:	<ul style="list-style-type: none"> • The ability to prioritise and manage a number of tasks and systems simultaneously • Exemplary communication skills and attention to detail • Strong interpersonal skills – able to collaborate and engage with a wide variety of stakeholders • Confident using all Microsoft Office applications including Word, Excel and Power point • The ability to work confidently with clients at senior level • Intermediate to advanced competency in Microsoft excel