



# Imperial Society of Teachers of Dancing

## Job Profile - International Examinations Officer (Italian-speaking)

### Company Summary

The Imperial Society of Teachers of Dancing (ISTD) is a registered educational charity and membership association. Our mission is to educate the public in the art of dancing in all its forms: to promote knowledge of dance; provide up-to-date techniques for members and maintain and improve teaching standards.

With approximately 6,000 members in over 55 countries worldwide, the Society conducts over 120,000 examinations each year. We were recently listed by Ofqual as one of the top 20 largest awarding organisations in England and in the top 5 for delivery of performing arts examinations.

The Society aspires to be a world leader in dance education, setting the benchmark for best practice through our extensive syllabi and teacher training. We are committed to becoming a dynamic, future-focused organisation that promotes the social, cultural, physical and educational benefits of dance for all.

### Summary of Role

We are looking for an Italian-speaking International Examinations Officer to provide a wide range of professional and efficient administrative services in support of dance examinations outside the United Kingdom both online and in-person.

The job's focus is working within a team to assist with processing, planning, organising, co-ordinating and supporting dance examinations being conducted remotely as well as arranging international tours to accommodate in-person examinations. The role will also involve communicating on a regular basis with examiners and members based around the globe to provide support, guidance and help using the ISTD internal systems.

This role will report directly to the Head of International Examinations.

### Key Responsibilities:

In addition to working closely with the Head and the Manager of International Examinations to assist with administration as and when required, the Examinations Officer will also be responsible for the following areas.

- Collect, research and analyse information on the needs of each of the designated countries, and plan the exam periods accordingly.
- Manage the examination process from application to delivery following company policies and syllabus requirements, including the verification of the membership status, candidate



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- eligibility and accuracy of details on the online exam management systems within strict deadlines.
- Manage the examiner allocation process and effective tour planning by reviewing the established conditions, organising all travel arrangements for examiners, working flexibly to meet the needs of members whilst proactively handling any arising issues and complications as needed.
  - Maintain accurate records ensuring compliance with GDPR and monitor all income and expenditure, ensuring that the tours are cost effective, and exam fees are received correctly within set deadlines.
  - Act as the primary point of contact for examiners and members for whom English may not be their first language and may be based in different time-zones, handle enquiries in a professional manner, and provide support with the use of the online exam management systems.
  - Collaborate with other departments and the Faculties within the Society as required, for example, to arrange sitting in sessions, examiner upgrading and ongoing monitoring of international examiners.
  - Work flexibly and provide support to other operational areas/colleagues as required and carry out any other reasonable duties as required by the Head of Department or Executive Management including translation needs for the International department.

### Person Specification

To take up the role of International Examinations Officer, the individual will need to be engaged and motivated in the work and mission of the Society.

The International Examinations Officer must demonstrate:

- A commitment to fairness and to promoting equality, diversity and inclusion.
- A wholehearted commitment to the mission of the Society.
- A willingness to contribute ideas, thoughts, comments.
- Excellent verbal and written communications skills in English with a demonstrable awareness and understanding of the potential impacts of language and cultural differences on working with others to deliver a good service.
- Native speaker ability in the appropriate language for the region they are responsible for; in this case, the language required is Italian.
- Proven experience of developing and managing complex procedures in a fast paced, high volume office environment.
- Commitment to a high standard of customer service, with excellent interpersonal skills and confidence in dealing with enquires from internal and external contacts. Excellent organisational skills, coupled with the ability to multi-task, prioritise, remain calm under pressure, and see tasks through to completion whilst demonstrating accuracy and strict attention to detail. Critical thinking and good analytical problem-solving skills to support



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effective decision making, using own initiative particularly in resolving difficulties experienced by staff travelling worldwide.

- Excellent team player, working flexibly and with others to meet the needs of Members, external stakeholders and the Society.
- Sound IT skills with good working knowledge of Microsoft Office and experience of working with and/or a willingness and aptitude towards a range of current online tools required to support the role eg. Microsoft Teams, Zoom and other online based management systems.
- Attitude of personal responsibility and accountability and a flexible, 'can-do' attitude towards the workplace.
- Ability to maintain confidentiality and GDPR data protection legislation requirements.

## Advantage

- Educated to degree level or equivalent.
- Ability to speak Greek, Spanish, Mandarin or any other language of the countries, where the Society operates in.
- Experience of travel or event management.
- Experience of working within an examination board, awarding body or dance/arts environment.
- Knowledge of and an interest in dance education and training and the wider dance arts environment.

## Working Hours

This is a full-time role, working 35 hours a week, from Monday to Friday from 9am to 5pm, with a one hour lunch break.

Flexibility to cover the emergency phone line outside of normal working hours during the weekend, may be required. This will be occasional and a rota will be in place so that sufficient notice is provided.

## Additional Information

- This role may initially be based remotely, so the International Examinations Officer may be required to work from home in an environment with a high-speed broadband. The office is open and available to those who would prefer to work in the building.
- Remote working will be reduced, with the view of working part time from the office in due course (in accordance with government guidance).

## Remuneration

The annual salary for this position will be a Grade B - Officers / Coordinators, (which ranges from £23,000 to £26,999 per annum), depending on experience.



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## Additional Benefits

- You are entitled to 25 days paid holiday each year (plus the 8 public/bank holidays) and 4 days around Christmas and New Year when our office building is closed; 37 paid days in total.
- Employer Pension Contribution matched up to 8%. You will be auto enrolled into the pension scheme after 3 months of employment. Employee contribution must be minimum 4% and is matched by ISTD to a maximum of 8% (although employees can contribute more than 8%).
- Employee Assistance Programme, consisting of 24/7 telephone access to a trained counsellor, financial advisor or a nursing and midwifery council registered nurse. Access to the My Healthy Advantage App with live chat facility, wellbeing videos and articles, mini health checks, 4 week plans for lifestyle changes and a mood tracker.

## Training

The International Examinations Officer will be supported in their new role with an initial induction, followed by guidance on ISTD policies and processes to ensure they feel confident, fully informed and equipped to carry out their responsibilities.

## Equal Opportunities

The Society values diversity of thought and experience. We welcome applications from anyone regardless of their age, disability, ethnicity, heritage, sexuality, gender and socio-economic background. If you have any access needs or there are any barriers to access, please let us know this in your application or if you would like to discuss any of this prior to applying please email:

[hr@istd.org](mailto:hr@istd.org)

## Method of Application

To apply as an International Examinations Officer please send a letter of application and CV to [hr@istd.org](mailto:hr@istd.org). The letter of application should summarise what you are able to bring to the role and how you meet the person specification. The successful candidates will also be required to provide details for two recent references that can evidence skills and suitability to carry out this role, (whether in an employed or voluntary capacity). **They will also be required to provide eligibility to work in the UK.**

**Applications Close:** 16<sup>th</sup> February 2022.

**Interviews:** w/c 21<sup>st</sup> February 2022.

**Start Date:** 7<sup>th</sup> March 2022, (earliest - flexible dependent on notice period).