

TRINITY COLLEGE LONDON	Job Description
JOB TITLE:	Operations Support Officer
Accountable to:	Team Leader - Operations Support
Staff managed:	None
PURPOSE OF THE JOB	
<p>The post holder is responsible for overseeing result entry, certificate production and result dissemination for Trinity College London qualifications. Timely and accurate processing is essential in order to meet Trinity's customer service standards and to provide an excellent service to stakeholders.</p>	
KEY ACCOUNTABILITIES & TASKS	
<ul style="list-style-type: none"> • Monitor, manage and chase return of mark sheets and accompanying examination paperwork, in line with agreed procedures and specified timelines • Log, scan and send marksheets to the data entry facility ensuring that agreed timelines are met • Produce regular reports to manage workload • Ensure correct Candidate ID procedures are being adhered to, in line with agreed procedures and Trinity Policy • Perform and log quality checks on the data entered for results. Log and escalate issues in line with agreed procedures • Manage printing of certificates, in line with agreed procedures and within specified timelines • Perform quality checks on printed certificates where applicable. Log and escalate issues in line with agreed procedures • Ensure certificates are distributed in line with agreed procedures and specified timelines. Log and escalate issues in line with agreed procedures • Communicate problems and delays to market representatives via email as soon as they arise. When necessary discuss responses with the Team Leader – Operations Support and Operations Quality Manager • Issue and log replacement certificates, in line with agreed procedures and Trinity policy • Follow the customer service procedure for managing queries in line with agreed procedures • Manage and file hardcopy records as per procedural instructions • Work within the compliance guidelines as part of the Data Protection Act • Provide support and cover for other Operations Support Officers as required • Any other duties as agreed with the Team Leader – Operation Support. 	

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST
<ul style="list-style-type: none">• A strong eye for detail and accuracy• Excellent organisational, interpersonal and communication skills• The ability to manage large quantities of data and to prioritise work quickly• The ability to work under pressure to meet stringent deadlines• Adaptability to changing working practices• Excellent IT and typing skills (strong command of MS Office)• Must be able to work well as part of a team and deal with confidential materials
CONTACTS : INTERNAL AND EXTERNAL
<ul style="list-style-type: none">• Operations team• Academic Team• Market and Centre Representatives• Data entry facility / printing facility• Candidates and external representatives• Examiners
FINANCIAL PARAMETERS
No budgets held but must be aware of financial implications within the role.