

Exams Officer

Salary £20,000pa

Full Time

Do you have a passion for music and the creative industries? We have a vacancy for a well organised, enthusiastic self-starter to join us at the world's leading Music and Contemporary Arts Awarding Organisation – RSL. This is a fantastic opportunity to start your career within this exciting and creative sector – many of our current management team joined the business as Exams Officers, developing and expanding their knowledge to become experts in their field.

RSL

RSL (Rockschool Ltd.) is the world's leading specialist Contemporary Arts Awarding Organisation, operating in over 50 countries across the world. We assess and certificate over 80,000 music and performance arts examinations and qualifications a year and we are continuing to grow. We pride ourselves on our knowledge of the sectors we work in and the quality and integrity of the qualifications we award.

At RSL we believe our success is down to the people who work for us. RSL is committed to providing opportunities for professional growth and development in a work environment that is innovative, dynamic and supportive which values professionalism and academic rigour at its core.

The Role

To oversee and be responsible for all aspects of delivering exams at allocated exam centres in the UK and to provide and maintain excellent customer relations.

Duties will include

- Coordination of exam operations for allocated centres including booking dates, scheduling exams and issuing information
- Liaising with centres and teachers
- Responsible for dealing with any enquiries, data entry or scheduling changes in the designated UK location
- Responding to general enquiries and candidate requests by phone and email, as part of the Exams Officer Team
- Assisting with the creation and distribution of certificates, including replacements
- Working with the Business Development Department to encourage growth and development of the company and its products

You will have:

- A degree level education.
- Strong IT skills.
- Proven experience in customer service.
- Excellent communication skills and telephone manner.

Personal Characteristics:

- Well presented, organised and hardworking
- Excellent attention to detail
- Good at juggling tasks and prioritising workload
- A great team player
- Ability to show initiative and put the customer first.

To apply for this position, please email your CV and covering letter to janeproffitt@rslawards.com