



## Job Description

**Job title:** Global Operations Administrator  
**Reports to:** Operations Manager/Operations Team Leader  
**Department:** Global Operations  
**Date:** February 2020

---

### Job purpose

- Administration and delivery of ABRSM's products and services, including tasks delegated by Managers, Team Leaders and Coordinators in the Global Operations Department
- Provision of front line service to customers, examiners, Local Representatives, colleagues and other stakeholders in relation to ABRSMs products and services
- Assisting colleagues generally in the delivery of ABRSM activities globally

### Job context and scope

The Global Operations Department is the largest department at ABRSM and is responsible for the delivery of graded exams, Diplomas, Music Medals and other assessments and services across the world. The service given by the department and the messages communicated to stakeholders are significant in our customers view of ABRSM as a whole and in their decision to continue using our services. The successful operation of the department is crucial to ABRSM's continuing success.

### Principal duties and responsibilities

#### Administrative support for Practical and Theory exam delivery

- Administration of practical and theory exam sales and service including processing entries, payments, results, prerequisites and customer enquiries
- Administration of Examiner and Local Representative support including scheduling, booking travel, despatch of materials and Quality Assurance processes
- Support for logistic developments, customer service administration and operational delivery
- Handling day-to-day enquiries from customers, Examiners, Representatives, Contacts and other stakeholders by phone, email or in person

*End result: The efficient and cost effective delivery of exams in all centres; effective service to internal and external stakeholders and excellent customer service to teachers, parents and candidates*



### **Introducing and Testing new systems**

- Assist with the testing of new processes and systems designed to improve Customer Support for all stakeholders, reporting back on the impact on customer service through such systems and processes
- Proposing system and process improvements as a result of customer feedback

*End result: The effective delivery of new systems to all stakeholders in all countries*

### **Customer Support improvements**

- Propose service improvements such that the most effective system developments are developed and implemented

*End result: A culture of continuous improvement is fostered and the Global Operations Department becomes more efficient*

### **Financial**

- Provide administrative support for the processing of income, invoices, fees and expenses

*End result: The timely payment of invoices, fees and expenses and continuous improvement of business results within an agreed budget*

### **General Administrative Duties**

- Provide administrative support for growth initiatives, strategic developments and customer service

*End result: Increased contribution from ABRSM operations through excellent Customer Support support for new products and services and market development*

## **Nature and purpose of internal and external contacts**

### **Internal**

- Line manager: for advice, guidance, appraisal and allocation of specific tasks/projects
- Global Operations Coordinators: for supervision and delegated tasks in order to achieve the department's purpose
- Global Operations management team for ongoing supervision and one-to-one communication to achieve effective team working and timely delivery of the department's plans
- Executive Director of Global Operations and Head of Global Operations for final authority and decisions on any issue related to ABRSM's operations worldwide.
- Executive Directors, specialist Directors and staff in other departments in order to work collaboratively and ensure a good alignment of goals and progress across all ABRSM's activities



### **External**

- Local Representatives in order to provide administrative support for ABRSM Customer Support
- Practical and Theory Examiners in order to communicate general information relevant to the delivery of exams, consult them over details of their work
- Customers – through general communications, such as phone calls, emails and in person, to respond to complaints and enquiries about service and delivery issues
- Suppliers and service providers to ensure efficient and cost effective operational delivery

### **Knowledge and skills required**

Please see Person Specification.

### **Remit of role**

#### **Guided by line manager, Team Leaders and Coordinators makes decisions on:**

- Operational issues that can be resolved by reference to standard operating procedures and policies
- Resolutions to customer enquiries and complaints within standard operating procedures
- Issue of refunds and re-entry vouchers in standard cases
- Booking of flights or purchase of services within limits set by Coordinators, Team Leaders or Managers
- Resolutions to Examiner and Local Representative issues within limits previously defined by Coordinators, Team Leaders and Managers
- The delivery of day-to-day customer service within pre defined processes and standards

#### **Typical problems escalated to To Team Leaders, Coordinators or line Manager**

- Non standard issues relating to infringements of ABRSM Guidelines for Applicants and Candidates in exams
- Requests for refunds of fees or re-entry vouchers in non standard cases
- Issues relating to the Local Representative's or Contact's conduct of exams within any territory.
- Financial decisions that have not been agreed with colleagues in advance or with budgetary implications
- Queries related to the status and activities of ABRSM in any territory
- Any non-standard enquiry

### **Nature and range of impact**

The job has an impact across the organisation and beyond. The actions of the jobholder affect the running of ABRSM's practical and theory products and services worldwide and therefore the organization's reputation. They also have an impact on applicants, candidates, representatives and



examiners, as well as on the activities of other departments. The job is significant in determining the quality of service experienced by customers

### **Allocation, review and approval of work**

Work is allocated by the Operations Manager (Customer Support) and the Team Leader (Customer Support) and many tasks are carried out according to set practices and procedures which apply throughout the Department. The job holder is expected to organise their own daily workload but will be guided by The Operations Manager (Customer Support), Global Operations Managers, Team Leaders and Coordinators on the tasks to be prioritised as necessary.

Performance against objectives and competencies is assessed throughout the year by the Operations Manager (Customer Support) in accordance with ABRSM's performance management cycle.

### **Equipment operation**

Standard office equipment