

Role and person profile

Post title:	Team Leader: Orders and Results	Location:	Manchester
Division:	Operations Group	Department:	Orders, Data Control and Results
Reports to:	Operations Manager/Orders & Results Manager	Responsible for:	Administrators
Scale:	4	Permanent/FTC/Temp:	FTC
Post no:	3134		

Section 1 – Accountabilities

Main role purpose:

Responsible for the management, performance and development of a team of administrators to deliver all Orders, Awarding and Results processes to quality, time and cost. Proactively monitor and report on the teams progress against own and departmental plans, ensuring customer-focused delivery across all work streams.

See strategy if required <http://thehub.aqa.org.uk/About/2020-strategy>

Key result areas:	Outcomes:
Customer (external or internal) Being trusted and reliable in assessment design and delivery	Build exceptional relationships with our internal and external customers, guiding the team in consistently delivering a best in class service that meets our customers' needs.
	Ensures that administrators are empowered and supported to deliver market-leading service to internal and external customers
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
Cash (finances) Ensuring sound financial management and a robust asset base	Identify cost-saving service improvements across AQA whilst enhancing customer service and experience
	Contributes to managing and monitoring performance against the budget for seasonal resource costs
Product and internal processes Delivering quality products and outcomes – as recognised by the customer	Continues to develop and improve services, to benefit customers and the team
	Safeguards confidentiality of data and maintains AQA's archive of past results
	Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.

People and culture Ensuring we have great people achieving their potential	Creates an environment where team members feel valued and supported to achieve their best and continue to make improvements.
	Produces high levels of performance from direct reports and teams by modelling leadership behaviours with confidence and providing clarity, challenge, feedback, coaching and development in line with business objectives.
	Develops and continues to improve own leadership style, making time for own development as well as that of the team.
	Champions the behaviours and values we wish AQA to be famous for. Guides the team through consistently exemplifying these values and behaviours internally and externally.
Technology Delivering demonstrably secure, reliable, agile and cost-effective systems	Contribute to operational technology projects as needed, to meet strategic objectives
	To comply with AQA IT security policies.
Government and external	Keep self and team updated on changes to education (e.g. via DfE and Ofqual)

Section 2 – Key relationships and performance

Key internal relationships:

- All Operations areas
- Research and Compliance
- Business Solutions Group
- Qualifications and Markets

Key external relationships:

- Exams Officers
- Students (current and past)
- Associates
- UCAS – awarding body linkage team
- Learning Records Service (part of Skills Funding Agency)
- Third parties receiving AQA results on behalf of government and regulators

Key performance indicators:

- Develop and support people to ensure they are able to reach their potential
- Lead on the effective delivery of services to internal and external customers to quality, time and cost
- Effectively manage stakeholder relationships to build confidence and trust

Section 3 – Person profile

Knowledge	Assessment
Understanding of relevant supply chain/business process best practice	A/P
Broad understanding of the political, educational and business context within which AQA works	P
Good knowledge and understanding of implementing changes to administrative procedures, including IT applications	P
Qualification	
Educated to degree level or extensive experience in a similar role	A
Skills	
Implements and embeds change	I/P
Customer focused – delivers own and team’s work to the best outcome from the customer perspective	I/P
Manages teams and drives performance	I/P
Track record in delivering robust and effective departmental plans	P
Good communication and interpersonal skills	I/P
Accuracy and attention to detail	A/P
Delivers to multiple tight targets	I/P
Behaviours	
Communication	I/P
Flexibility	I/P
Customer focused	I/P
Personal contribution	I/P
Continuous excellence	I/P
Experience	
Experience of supporting the successful delivery of business change	I
Experience of supporting the delivery of new processes in advance of or part of organisational and/or technology changes	P
Experience of managing a team of staff to meet challenging deadlines	A
Assessment key (criteria to be assessed at the selection stage) A – application (it is essential to provide evidence on application for shortlisting purposes) I - interview T – test (or work sample) P – probation	