

# Role and person profile

Post title:	<b>Marking Team Leader</b>	Location:	<b>Manchester</b>
Division:	<b>Operations Group</b>	Department:	<b>Marking &amp; Moderation</b>
Reports to:	<b>Marking Manager</b>	Responsible for:	<b>Administrators</b>
Scale:	<b>4</b>	Permanent/FTC/Temp:	<b>Permanent</b>
Post no:	<b>3213, 3214, 3215</b>		

## Section 1 – Accountabilities

### Main role purpose:

To lead and manage a team of Administrators as they proactively support the planning, preparation and live marking of AQA assessments. Responsible for making workload decisions that will support the timely and accurate completion of marking. Effectively ensuring all Administrators are trained, coached and supported to provide associates with professional and timely advice and direction, face-to-face and over the phone.

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

Key result areas:	Outcomes:
<b>Customer (external or internal)</b> Being trusted and reliable in assessment design and delivery	Build exceptional relationships with our internal and external customers, leading the team in consistently delivering a best in class service that meets our customers' needs.
	Monitor Administrator performance against customer service levels and take appropriate corrective actions to maintain the highest standards of customer service.
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
<b>Product and internal processes</b> Delivering quality products and outcomes – as recognised by the customer	Manage and monitor Marker performance to ensure that all operational outcomes are achieved to schedule and the highest possible standard.
	Ensure Administrators are productive and effective - proactively contacting associates and resolving issues that might delay the completion of marking.
	Lead on the management and development of key operational delivery areas such as Post Results queries and 'Enquiries about Results' as required.
	Working with the Marking Manager and Senior Associates to ensure that the Administrator's training and development requirements for the product portfolio and operational activities are identified, understood and implemented.
	To assist in the operations transformation, through implementing and embedding

	the transformation plan within the department, across people, processes and technology streams.
<b>People and culture</b> Ensuring we have great people achieving their potential	Exemplify the behaviours, values we wish Operations to be famous for. Guide the team through consistently demonstrating these values and behaviours.
	Ensure effective learning and development is in place across the team and proactively manage underperformance.
	To model leadership behaviours with confidence and to get the very best from direct reports and teams by providing clarity, feedback, coaching and development, while continuously seeking to enhance performance in line with business objectives.
	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.
<b>Technology</b> Delivering demonstrably secure, reliable, agile and cost-effective systems	Define and conduct all user testing of new system developments.
<b>Government and external</b> Providing timely, valued insight and evidence that inform policy	To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS

## Section 2 – Key relationships and performance

### Key internal relationships:

- Team leaders from other platforms within Operations
- Marking Managers and Head of Marking
- Wider Operations division

### Key external relationships:

- Associates
- Schools and colleges

### Key performance indicators:

- Produce reports in readiness for Planning Steering Group
- Reports to Marking Manager on progress on day to day delivery, both in and out of series
- SLAs and quality assurance measures for admin tasks, emails and calls
- Marking progress to 100% marks on file
- Manage and monitor attendance, performance and conduct in line with AQA's policies and procedures

## Section 3 – Person profile

Knowledge	Assessment
Understanding of relevant supply chain/business process best practice	I/P
Broad understanding of the political, educational and business context within which AQA works	P
Knowledge of AQA's general qualification product portfolio	P
Qualification	
Educated to degree level or extensive experience in a similar role	A/I
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
Line Managing experience - managing teams and driving performance	A/I/P
Track record in delivering robust and effective departmental plans	I/P
Excellent communication, organisational and interpersonal skills	A/I/P
Proven track record for delivering a great customer experience through others	A/I/P
Excellent customer relationship management skills – including escalations and complaints	I/P
Ensuring management information is provided promptly and accurately to agreed deadlines	A/I/P
Identifying/reporting and escalating risks and issues where appropriate, work with others to find solutions	A/I/P
Experience	
Experience of supporting the successful delivery of business change	I/P
Experience of supporting the delivery of new processes in advance of or part of organisational and/or technology changes	P
Experience of developing and leading teams of both temporary and permanent staff to deliver against tight deadlines and stretching targets/KPIs	A/I/P
Experience of managing the whole employee lifecycle	A/I/P
AQA's Behaviour Framework which is assessed through the selection/probation process	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation