

Role and person profile

Post title:	Marking Team Leader	Location:	Manchester
Division:	Operations Group	Department:	Preparation and Marking
Reports to:	Marking Manager, occasionally Delivery Coordinator	Responsible for:	Administrators
Scale:	4	Permanent/FTC/Temp:	Permanent/FTC
Post no:	3213, 3214, 3215, 3216, 4144T		

Section 1 – Accountabilities

Main role purpose:

To lead a team of Administrators as they proactively support the planning, preparation and live marking of AQA assessments – making workload decisions that will support the timely and accurate completion of marking.

Ensure that Administrators are trained, coached and supported to provide associates with a professional, effectively and timely advice and direction – both face-to-face and over the phone.

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.
	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.
Product and internal processes 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 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 OTQ, pre testing, on demand tests, results queries and 'Enquiries about Results' as required.
	Take the lead on managing defined exceptions to marking and remarking as necessary.

	Working with the Marking Manager, Preparation 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.
People and culture Ensuring we have great people achieving their potential	To assist in the operations transformation, through implementing and embedding the transformation plan within the department, across people, processes and technology streams.
	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.
Technology Delivering demonstrably secure, reliable, agile and cost-effective systems	Define and conduct all user testing of new system developments.
	Collaborate with department experts to plan for and conduct e-Marking pilots.
Government and external 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 Operations teams
- Marking Managers and Head of Marking

Key external relationships:

- Associates
- Schools and colleges
- RM marking

Key performance indicators:

- SLAs and quality assurance measures for admin tasks, emails and calls.
- Marking progress to 100% marks on file

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
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
Proven track record for delivering a great customer experience through others	A/P
Excellent customer relationship management skills – including escalations and complaints	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 developing and leading teams of both temporary and full time staff to deliver against tight deadlines and stretching targets/KPIs	I/P
Experience of managing the whole employee lifecycle	A/P
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	