

Job Description

Job title	Head of Operations and Customer Service LCME
School / department	London College of Music - LCM Exams
Grade	7
Line manager	Director of Exams

Main purpose of the job

- To provide effective and efficient delivery of all face-to-face and digital LCME exams globally from entry and payment to certification.
- To ensure high and consistent levels of customer support for Centres, Representatives and all other service users

Key areas of responsibility

- Lead the Operations and Customer Service team ensuring the team's processes and tasks are carried out efficiently.
- Develop and implement standard operating procedures, policies, and best practices to streamline operational and customer support processes and ensure consistency.
- Monitor delivery of Special Consideration and Reasonable Adjustment processes.
- Analyse operational data, trends, and customer feedback to identify areas for improvement and optimize processes.
- Coordinate processes for exam centre availability, date setting, examiner allocation, exam result and certificate delivery.
- Oversee and co-ordinate the onboarding, training and day-to-day operational management of exam centres worldwide, working with Area and National managers as appropriate.
- Collaborate with cross-functional teams (IT, syllabus, marketing) to address root causes of customer issues and enhance the overall customer experience.
- Handle escalated customer complaints and complex issues, providing guidance and resolution to ensure customer satisfaction.
- Manage and coach a team of customer support representatives, providing guidance, training, and feedback to enhance their skills and performance.
- Manage the implementation and effective utilization of customer support tools, technologies, and systems (e.g., CRM, helpdesk software).
- Monitor key performance indicators (KPIs) such as response times, resolution rates, customer satisfaction scores, and adherence to service level agreements (SLAs).
- Oversee the maintenance and updating of customer support knowledge bases, scripts, and training materials, in consultation with academic colleagues.
- Plan and manage staffing levels, schedules, and resource allocation to ensure adequate coverage across all customer support channels.
- Prepare and present operational reports, insights, and recommendations to senior management.
- Ensure all appropriate policies and procedures are being adhered to in relation to the operational delivery of exams, in accordance with Centre Agreements, Examiner Guidelines and Candidate Instructions.
- Close liaison with and support for Chief Examiners in relation to all academic aspects of the exam

process as appropriate to ensure full compliance with all our regulatory and internal procedures.

- In conjunction with the UWL Finance department ensuring that all finance processes and transactions are completed.
- Develop and maintain effective relationships with colleagues and stakeholders at LCM and elsewhere, in line with University strategies and policies.
- Maintain up to date knowledge and networks within relevant educational and assessment sectors.
- Undertake a programme of continuing personal development, demonstrate personal commitment to the promotion of equality and diversity throughout the University.
- Undertake other appropriate tasks commensurate with the grade as required

Where “LCM exams” is used this should be taken to include the activities and operations previously associated with the Register of Guitar Tutors (RGT).

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	Qualifications: <ul style="list-style-type: none"> • Bachelor's degree or equivalent. • Strong analytical, problem-solving, and project management skills. 	<ul style="list-style-type: none"> • Bachelor's degree in business administration, Operations Management, or a related field.
Knowledge and experience	<ul style="list-style-type: none"> • Extensive experience in customer support operations, service delivery, or a related leadership role. • Proven ability to manage and motivate teams, drive performance, and foster a customer-centric culture. • Excellent communication and interpersonal abilities for team leadership and cross-functional collaboration. • Experience in developing and implementing operational strategies, processes, and procedures. 	<ul style="list-style-type: none"> • Knowledge and/or experience of music/music education sector and/or drama/drama education sector. • Experience working within an Awarding Organisation. • Experience of working in a scheduling/resource allocation role.
Specific skills to the job	<ul style="list-style-type: none"> • In-depth knowledge of customer support best practices, metrics, and quality standards. • Proficiency with customer support software, CRM systems, and data analysis tools. 	
Other		
Disclosure and Barring Scheme	This post requires an enhanced DBS check - with Child Barred check.	

Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.