Job Description

Job title	Database Controller and Business Systems Analyst
School / department	London College of Music Examinations (LCME)
Grade	6
Line manager	Head of LCM Examinations
Responsible for (direct reports)	N/A
Date of creation or review	16/06/2025

Main purpose of the job

The Postholder will combine skills and experience in IT Systems Management and Data Analytics to provide effective and reliable support for LCME operations and drive the creation of business value from data.

Key areas of responsibility

Current System Management
- Manage and maintain legacy database systems supporting LCME's global music, drama, communications, and creative media examinations
- Oversee ERIC and GCA system maintenance including bug resolution and system changes
- Collaborate on platform development initiatives with AP team
- Develop creative workarounds for known bugs and limitations affecting candidate registration and results processing
- Write and update changes to Certificate processing spreadsheets based on demand fluctuations and operational requirements
- Monitor performance of examination booking systems, execute backups, and troubleshoot system issues during peak examination periods
- Execute data cleaning procedures to maintain database integrity and accuracy
- Coordinate with vendors for critical patches and system maintenance to ensure minimal disruption to examination schedules
- Handle customer and centre administrative changes, import file processing and management and other critical processes during staff absence periods, ensuring continuity of service
- Coordinate general administration and task management across multiple system

Regulatory Compliance & Creative Arts Sector Requirements
- Ensure compliance with creative arts examination standards and maintain audit trails for qualification delivery
- Extract and ensure accuracy of Ofqual data submissions and prepare comprehensive data returns, maintaining regulatory compliance standards
- Implement and maintain GDPR compliance procedures for candidate data
- Respond to urgent problems with ERIC system including data breach reporting and incident management
- Coordinate with Data Protection Officer on incident response procedures affecting examination data
- To work in accordance with UWL's equality and diversity policies

Customer Service & Stakeholder Support
- Provide responsive technical support related to ERIC system functionality to LCME examination centres, teachers, and internal staff
- Serve as primary database contact for candidate registration queries, amendment of entries, modifications to teacher codes, results processing, and centre management systems across examination systems
- Support examination centre staff with system training and troubleshooting during busy examination periods
- Develop user documentation and conduct training sessions for new examination centres joining LCME's global network
- Manage expectations regarding system capabilities while maintaining high service standards for creative arts educators
- Resolve examiner queries and provide technical support for examination delivery
- Execute password resets and account management for system users
- Manage transfer of entries between centres and examination sessions
- Manage bookings and examination entries including DLE/DRE weekly uploads and face-to-face examinations
- Handle multiple customer changes after booking confirmation, ensuring accurate record maintenance
- Provide HubSpot ticket support and resolution for technical and operational queries
- Execute certificate mailing processes and handle correction procedures
- Manage centre setup, examiner setup, and onboard new examination groups
- Update ERIC User Guide to maintain current qualification listings and system documentation

Data Work
- Ongoing operational work – entries
  - Design, deploy, upload and implement fee changes in coordination with AP, GCA and senior management
  - Address special needs requirements and technical limitations such as character field restrictions for DHL processing
  - Draft, create, collect and upload import files for each examination session
  - Manage AP, RGT and GCA teams for error correction procedures and system change implementation

- Certificates
  - Upload results and manage file processing through ERIC system and output generation for DHL processing

- - Manage GCA processing for DRE & DLE on fortnightly schedules
    - Handle template development and management for certificate production

  - Post-entry work
    - Perform in-system data analysis and post-extraction analysis using Power Query and Power BI (transitioning from Tableau)
    - Apply advanced Excel skills for complex data manipulation and reporting requirements
    - Conduct advanced data analysis including combined entries operational reporting and examiner activity monitoring to enable effective financial and operational control
    - Produce comprehensive data analysis to support syllabus development work and curriculum planning

Modernization Project Leadership
- Lead technical planning and implementation of database replacement supporting LCME's growing international examination network
- Collaborate in evaluation of modern database solutions suitable for creative arts examination delivery, including online and digital examination platforms
- Work as Technical Lead to develop migration timelines accommodating examination scheduling and ensuring no disruption to candidate experience
- Coordinate with examination operations team, centre coordinators, and university IT services
- Ensure new systems support LCME's unique requirements including practical examinations, portfolio assessments, and multi-format creative submissions

In addition to the above areas of responsibility, the post holder maybe required to undertake any other reasonable duties relating to the broad scope of the position.

Dimensions / background information

London College of Music Examinations (LCME) has been awarding external examinations since the institution's founding in 1887. Today, LCME is an international exam board offering qualifications in contemporary, classical and traditional music, drama, communication, spoken English, early learning and creative media. We are a diverse and forward-thinking community of learners, teachers, examiners and leading experts but more importantly we are known as the "friendly exam board". In addition to its in-person exams, LCME now has digital exam options available across all syllabuses. The flexibility and speed of change we can offer is due to a small and dedicated team who are totally supported by the university to ensure development and growth.

Person Specification

	Criteria	Essential or Desirable[1]	Demonstrated[2]		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Bachelor's degree in computer science, Information Systems, or related field or equivalent experience.	Essential	x	x	
	Certified Data Protection Officer qualification or equivalent experience.	Desirable	x	x	
	PMP certification and experience with cloud-based solutions suitable for international operations.	Desirable	x	x	
Knowledge and experience	Substantial database administration experience, including legacy systems management.	Essential	x	x	
	Strong customer service orientation with ability to support diverse stakeholders including international examination centres	Essential	x	x	
	Project management experience with multi-year technology initiatives.	Essential	x	x	
	Good communication skills with an ability to communicate effectively and professionally with external IT professionals/suppliers & contractors.	Essential	x	x	
	Experience of building reports and visualising data, using charts and dashboards to display key management information back to the business.	Essential	x	x	

	Proven experience with Ofqual statutory data returns and regulatory reporting in education/examination sectors.	Desirable	x	x	
	Excellent communication skills for liaising with creative arts educators and examination centres.	Desirable	x	x	
	Skills in leading large-scale database migration projects, preferably in education or examination environments.	Desirable	x	x	
Specific skills to the job	Advanced Excel/PowerBI	Essential	x	x	
	Strong analytic skills related to working with structured and unstructured datasets.	Essential	x	x	
	Data cleansing and manipulation skills.	Essential	x	x	
	Ability to extract regular reports needed for statutory and other compliance returns.	Essential	x	x	
	Experience with systems supporting practical examinations and digital portfolio submissions.	Essential	x	x	
	Knowledge of creative arts industry standards and examination delivery methods.	Desirable	x	x	
General skills	Strong problem-solving with an emphasis on product development, with the ability to quickly understand where new systems features could benefit the organisation.	Essential	x	x	
	Highly organised critical thinker with a great attention to detail.	Essential	x	x	

	Effective listening skills in order to understand the requirements of the business.	Essential	x	x	
	Good understanding of customer service.	Essential	x	x	
Other	Experience in creative arts education, examination boards, or similar regulated sectors.	Desirable	x	x	
	Understanding of music, drama, or creative media assessment requirements.	Desirable	x	x	
	A drive to learn and master new technologies and techniques.	Essential	x	x	

Disclosure and Barring Scheme   Is a DBS Check required: DBS This post does not require a DBS check

Before making a selection, please refer to the University's Disclosure and Barring Checks Guidance for Staff and Criminal Convictions, Disclosures and Barring Staff Policy and Procedure. If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

[1]**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, to determine which applicants to shortlist.

[2]**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.