

TRINITY COLLEGE LONDON	Job Description
JOB TITLE:	SELT Team Leader
Accountable to:	SELT Centre Manager
Staff managed:	N/A
PURPOSE OF THE JOB	
<p>To support the Centre Manager in ensuring day to day operations within the SELT Centre are compliant with Trinity's policies, procedures and regulatory requirements, in order to maintain the security and integrity of the tests.</p> <p>To provide high level administrative support to the centre and reinforce the local marketing and wider business development strategies. To aid the centre team in ensuring customer service excellence and to support the professional development of the centre team.</p>	
KEY ACCOUNTABILITIES & TASKS	
<ol style="list-style-type: none"> 1. Provide effective and efficient duty management of the centre, in the absence of the Centre Manager, ensuring high standards are maintained at all times. 2. Act as first escalation point for candidate/examiner complaints in the absence of the Centre Manager. 3. Supervise and report to Centre Manager if any policies/procedures are not adhered to, providing a critical assessment and offering support. 4. Support the training and development needs of centre staff, by completing OJA's, providing mentoring, training and coaching (especially with new starters). 5. Ensure pre-session checks are completed e.g. CCTV, equipment, general facilities, liaising with IT and building management, as required. 6. Assist the Centre Manager in rigorous accuracy checks on EOD reports, TOL notes and ID/facial recognition. 7. Complete quality checks on photographs, ID scans and voice recordings captured, ensuring these are in line with UKVI requirements. 8. Ensure that inspection visits, risks and incidents are recorded and discussed with the Centre Manager. 9. Maintain administrative and marketing stock levels to support operational and marketing activities. 10. Support the planning and execution of local marketing and other special projects, with a view to increasing candidate bookings, promote brand awareness and ensure high productivity across the centre. 	

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST
<p>Education/Qualification:</p> <ul style="list-style-type: none"> • Respectable level of general education <p>ESSENTIAL SKILLS REQUIRED:</p> <ul style="list-style-type: none"> • Accomplished in the provision of customer service excellence • Robust communication skills to communicate at all levels both written and oral • Ability to portray a professional image at all times and in challenging situations both internally and externally. • Strong IT skills, proficient in the use simultaneously of TOL, Email, Word and Excel programmes. • Exemplary time management and organisation skills. • Leadership experience desirable, demonstrating training and coaching experience
CONTACTS: INTERNAL AND EXTERNAL
<p><u>Internal:</u> Centre Team, Preston/London Teams, Management Team, Candidates and Examiners.</p> <p><u>External:</u> UKVI Inspectors, Building Management and Recruitment company.</p>
FINANCIAL PARAMETERS
None.