



Imperial Society of Teachers of Dancing

Job Profile - International Examinations Officer – Spanish-speaking (Permanent)

Company Summary

The Imperial Society of Teachers of Dancing (ISTD) is a registered educational charity and membership association. Our mission is to educate the public in the art of dancing in all its forms: to promote knowledge of dance; provide up-to-date techniques for members and maintain and improve teaching standards.

With approximately 6,000 members in over 55 countries worldwide, the Society conducts over 120,000 examinations each year. We were recently listed by Ofqual as one of the top 20 largest awarding organisations in England and in the top 5 for delivery of performing arts examinations.

The Society aspires to be a world leader in dance education, setting the benchmark for best practice through our extensive syllabi and teacher training. We are committed to becoming a dynamic, future-focused organisation that promotes the social, cultural, physical and educational benefits of dance for all.

Summary of Role

The ISTD is looking for a **Spanish-speaking** International Examinations Officer. This is a permanent role starting from October 2025.

The role will deliver a broad range of professional and efficient administrative services, supporting dance examinations conducted outside the United Kingdom, both online and in-person.

As part of a collaborative team, the focus of this role is to manage the planning, organisation, and coordination of remote dance examinations, as well as arrange international tours for in-person assessments. Key responsibilities include liaising regularly with examiners and international members, providing essential support, guidance, and training on ISTD internal systems.

This position reports directly to the Head of International Examinations.

Key Responsibilities:

In addition to working closely with the Head and Manager of International Examinations to assist with administrative tasks as needed, the Examinations Officer will be responsible for the following key areas:

- Collect, research and analyse information on the needs of allocated countries, and plan the exam periods accordingly.



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- Manage the examination process from application to delivery ensuring adherence to company policies and syllabus requirements, including the verification of the membership status, candidate eligibility and accuracy of details on the online exam management systems within strict deadlines.
- Manage the examiner allocation process and effective tour planning by reviewing the established conditions, organising all travel arrangements for examiners, working flexibly to meet the needs of members whilst proactively handling any arising issues and complications as needed.
- Maintain accurate records in compliance with GDPR and monitor income and expenditure, ensuring that appropriate research has been completed so that tours remain cost-effective, maximum financial viability has been achieved and exam fees have been received within set deadlines.
- Serve as the primary point of contact for examiners and members for whom English may not be their first language and may be based in different time zones, handle enquiries in a professional manner, and provide support with the use of the online exam management systems.
- Handle the departmental phone coverage on a scheduled rota by responding to customer queries in an efficient and professional manner and escalating customer issues with management as necessary.
- Participate actively in members' meetings held throughout the year in collaboration with the International Representatives, contributing to and delivering online presentations, as well as translating materials, when required.
- Collaborate with other departments and Faculties within the Society as needed, while working flexibly to support other operational areas and colleagues and perform any additional duties as directed by the Head of Department or Executive Management.

Person Specification

To take up the role of International Examinations Officer, the individual will need to be engaged and motivated in the work and mission of the Society.

The International Examinations Officer must demonstrate:

- A commitment to fairness and to promoting equality, diversity and inclusion.
- A wholehearted commitment to the mission of the Society.
- A willingness to contribute ideas, thoughts, comments.
- Excellent verbal and written communications skills in English with a demonstrable awareness and understanding of the potential impacts of language and cultural differences on working with others to deliver a good service.
- Native speaker ability in the appropriate language for the region they are responsible for; in this case, the language required is **Spanish**.
- Proven experience of developing and managing complex procedures in a fast-paced, high-volume office environment.



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- Commitment to a high standard of customer service, with excellent interpersonal skills and confidence in handling enquiries from internal and external stakeholders. Exceptional organisational skills, coupled with the ability to multi-task, prioritise, remain calm under pressure, and see tasks through to completion whilst demonstrating accuracy and strict attention to detail. Critical thinking and strong analytical problem-solving skills to support effective decision making, using own initiative particularly in resolving difficulties experienced by staff travelling worldwide.
- Strong capability in optimising expenditure and enhancing profitability.
- Excellent team player, working flexibly and with others to meet the needs of Members, external stakeholders and the Society.
- Sound IT skills with good working knowledge of Microsoft Office and experience of working with and/or a willingness and aptitude towards a range of current online tools required to support the role e.g. Microsoft Teams, Zoom and other online based management systems.
- Attitude of personal responsibility and accountability and a flexible, 'can-do' attitude towards the workplace.
- Ability to maintain confidentiality and GDPR data protection legislation requirements.

Advantage

- Educated to degree level or equivalent.
- Ability to speak **Greek, Italian, Japanese** or any other language, where the Society operates in.
- Experience of travel or event management.
- Experience of working within an examination board, awarding body or dance/arts environment.
- Knowledge of and an interest in dance education and training and the wider dance arts environment.

Working Hours

This is a full-time role, working 35 hours a week, from Monday to Friday from 9am to 5pm, with a one-hour lunch break.

Flexibility to cover the emergency phone line outside of normal working hours during the weekend, may be required. This will be occasional and a rota will be in place so that sufficient notice is provided.

Additional Information

- This role is offered on a Hybrid work basis (**40% in the office and the remainder of the week working remotely**). When working remotely, the employee will be required to work from home in an environment with a high-speed broadband.
- The office remains open from Tuesday to Thursday and is available for those who would prefer to work in the office environment or have difficulties working remotely.
- Hybrid working will be reviewed on an ongoing basis.



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Remuneration

The annual salary for this position will be a Grade B - Officers / Coordinators, (which ranges from £26,833 to £31,497 per annum), depending on experience.

Benefits

- **Flexibility:** this role can be worked on a Hybrid basis, (**40% in the office and the remainder of the week working remotely**). On days working in the office, employees have the option to adjust their start/finish time to avoid busy commuting times. More information is available in the ISTD Hybrid Work Policy.
- **25 days paid holiday** each year (plus the 8 public/bank holidays). In addition, 4 days between Christmas and New Year when our office building is closed; 37 paid days in total.
- **Seasonal ticket loan** available.
- Employer **Pension Contribution** matched up to 8%. All employees will be auto enrolled into the pension scheme after 3 months of employment. Employee contribution must be minimum 4% and is matched by ISTD to a maximum of 8% (although employees can contribute more than 8%).
- **Employee Assistance Programme**, consisting of 24/7 telephone access to a trained counsellor, financial advisor or a nursing and midwifery council registered nurse. Access to the My Healthy Advantage App with live chat facility, wellbeing videos and articles, mini health checks, 4 week plans for lifestyle changes and a mood tracker.
- **Virtual GP Service**, complimentary 24/7 unlimited access any day of the year. Book appointments, arrange private prescriptions and fit notes anywhere in the world. Second Medical Opinion available – for greater peace of mind. Also covers Dependents.
- **Funeral Concierge Service**, includes easy-to-use will writing tool. When help is needed, the 24/7 Advisors are one phone call away, ready to personalise the funeral plan and compare and negotiate best prices at any funeral home in the world.
- The ISTD provides employees with **Life Insurance** benefit provided by MetLife. MetLife provides a death in service benefit, based on a multiple of three times your annual salary, bereavement and probate service to the family. This benefit is available to all employees after they have passed their probation and are below the age of 70 years.

Training

The International Examinations Officer will be supported in their new role with an initial induction, followed by guidance on ISTD policies and processes to ensure they feel confident, fully informed and equipped to carry out their responsibilities.

Equal Opportunities

The Society values diversity of thought and experience. We welcome applications from anyone regardless of their age, disability, ethnicity, heritage, sexuality, gender and socio-economic



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background. If you have any access needs or there are any barriers to access, please let us know this in your application or if you would like to discuss any of this prior to applying please email:

hr@istd.org

Method of Application

To apply as an International Examinations Officer please send a letter of application and CV to hr@istd.org. The letter of application should summarise what you are able to bring to the role and how you meet the person specification. The successful candidates will also be required to provide details for two recent references that can evidence skills and suitability to carry out this role, (whether in an employed or voluntary capacity).