

Job Profile

UK Examinations Officer

Full time – 35 hours per week

About the ISTD

ISTD exists to make teaching and learning dance accessible to all.

Our membership is recognised as the mark of quality dance teaching around the world. We support teachers to develop their careers and businesses through progressive training, performance qualifications and events. Together, we aim to build a diverse and sustainable dance profession by championing inclusion and increasing access to dance teaching

The Society is a registered educational charity (250397), regulated examinations board, and membership association. With 6000 members in 59 countries worldwide, we conduct over 120,000 examinations and 20,000 hours of Continuing Professional Development each year.

Summary of Role

We are looking for an Examinations Officer to provide a wide range of professional and efficient administrative services in support of Dance Examinations both online, live and recorded. Proven experience of developing and managing complex administrative and database procedures in a fast paced, high volume office environment is essential.

The job's focus is working within a team to assist with processing, planning, preparation, organising, coordinating and supporting Dance Examinations. The role will also involve communicating on a regular basis with examiners and members to provide support, guidance and help using the ISTD internal system. This role will report directly to the Head of UK Examinations.

Key Responsibilities:

- In addition to working closely with the Head of UK Examinations to assist with administration as and when required, the Examinations Officer will also be responsible for the following areas.
- Manage the examination process from application to delivery following 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 and organizational process of the examination session. Proactively handle any arising issues and complications as needed, informing the Head of Examinations of any complex issues.
- Maintain accurate records ensuring compliance with GDPR and ensure exam fees are received correctly within set deadlines.
- Act as the primary point of contact for examiners and Members, handle enquiries in a professional manner, and provide support with the use of the online exam management systems.
- Collaborate with other ISTD departments and the Faculties as required.
- Work flexibly and provide support to other operational areas/colleagues as required and carry out any

other reasonable duties as required by the Head of Department or Executive Management.

Person Specification

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

The UK Examinations Officer must demonstrate:

- Excellent organisational and planning skills.
- Strong attention to detail and accuracy.
- Ability to prioritise competing demands and manage workload effectively.
- Excellent written and verbal communication skills.
- Strong problem solving skills with the ability to identify and resolve issues proactively.
- Ability to build working relationships with a range of stakeholders.
- Ability to work both independently and collaboratively as part of a team.
- Strong customer service focus.
- Experience of travel or event management.
- Proven experience of working in administration in a structured environment following policy and process, using initiative where required to seek solutions and providing recommendations to the Head of Department for review.
- A commitment to fairness and to promoting equality, diversity and inclusion.
- A wholehearted commitment to the mission of the Society.
- Knowledge of and an interest in dance education and training and the wider dance arts environment.
- A willingness to contribute ideas, thoughts, comments.
- Excellent verbal and written communications skills in English.
- Proven experience of developing and managing complex procedures in a fast paced, high volume office environment.
- Commitment to a high standard of customer service, with excellent interpersonal skills and confidence in dealing with enquiries from internal and external contacts. Excellent organizational skills, coupled with the ability to multi-task, prioritize, remain calm under pressure, and see tasks through to completion whilst demonstrating accuracy and strict attention to detail. Critical thinking and good analytical problem-solving skills to support effective decision making.
- Excellent team player, working flexibly and with others to meet the needs of Members, customers and the organization.
- Sound IT skills with good working knowledge of Microsoft Office, aptitude towards online 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.
- Experience of working with and/or a willingness and capacity to learn, a range of current online tools to support the role eg. *Microsoft Teams*, *Zoom* and other online systems.

Advantage

- Educated to degree level or equivalent.



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- Experience coordinating schedules, allocations or logistics.
- Experience supporting users with online systems or digital platforms. Experience of working within an examination board, awarding body or dance/arts environment or other relevant professional setting, demonstrating the skills, knowledge and competencies required to perform successfully in this role.

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.

Availability to work occasional weekends, on either a Saturday or Sunday, where required, to support with covering the emergency phone line, to cover London Centre examinations and other operational needs. Advance notice will be provided wherever possible, and Time off in lieu (TOIL) will be given in accordance with ISTD policy.

Additional Information

- This role will be offered on a Hybrid work basis (2 days worked in the office and the remainder of the week can be worked remotely). When working remotely, the postholder 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.

Remuneration

The annual salary for this position will be a Band B – Officers / Coordinators (which ranges from £27,637 to £29,165 per annum), depending on experience.

Additional Benefits

- **Flexibility;** this role can be worked on a Hybrid basis, (2 days in the office and then one day, Friday can usually be worked from home, *subject to studio bookings*). More information on flexibility 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. This will pro-rata accordingly for the part-time hours worked.
- **Season ticket loan** available.
- **Employer Pension Contribution** matched up to 8%. You 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.



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- **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.
- 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

You will be supported in the 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 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: recruitment@istd.org

Method of Application

Please send a letter of application and CV to recruitment@istd.org

The letter of application should summarise what you are able to bring to the role and how you meet the job profile and 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).

The closing date is Monday 24th August 2026.