



THE COLLEGE OF OPTOMETRISTS

Job Description

Job Title:	Education Coordinator (Appeals, International and Assessor Support)
Department:	Education
Reports to:	Education Manager (Scheme for Registration)
Direct reports:	n/a
Key internal relationships:	Director of Education Deputy Director of Education Scheme for Registration Manager Lead Assessor Examinations Manager Education Team Finance Team IT & Facilities Events and Marketing Policy and Strategy Member Services and Communications
Key external relationships:	Trainees Supervisors College Examiners College Assessors Key Employers (Multiples) Patient agency for Scheme for Registration UK Universities Association of Optometrists General Optical Council
Key areas of influence:	This role directly influences pre-registration trainees that have encountered exceptional circumstances during the Scheme for Registration which are so exceptional as to justify either an extension to the Allotted Time or the ability to begin the Scheme for Registration one further time. The role also impacts the processes and delivery of visas for Scheme for Registration trainees.
Purpose of the role:	<ul style="list-style-type: none">• To be responsible to the Education Manager: Scheme for Registration for the operational delivery of tasks run by the College of Optometrists, specifically: ensuring that the Appeals and the Appeals Review panels are effectively run;• To be the key contact point with the UK Visa and Immigration in relation to Temporary Worker Government Authorised Exchange visas;

- To be the key contact point for International trainees providing correct and timely information and support;
- To provide assistance with work-based administration for the Lead Assessor team.

The role will be responsible for liaison with a range of key stakeholders and customers of the College. The role is varied and changes across the year, in line with the College cycles.

Main Responsibilities:

1. Operational Delivery

- Coordinating, organising, and preparing the Appeals, the Appeals Review and Disciplinary Panel cases.
- Responding to queries related to UKVI, International Trainees and all aspects of Panel meetings.
- Scheduling the events related to Panel meetings and any for International Trainees.
- Assisting Lead Assessor Team with work-based administration.
- Liaising with external providers, where necessary, to agree arrangements, in particular the UKVI re: Certificates of Sponsorship.
- Providing key information to suppliers.
- Confirming with line manager that appropriate finance is in place for each element of work.
- Providing administrative support for core processes within Education to enable on time and accurate delivery.
- Managing your own workload to ensure you meet tight deadlines.

2. Record Keeping

- Keeping accurate and easily accessible records.
- Using the College's Customer Relationship Management (CRM) platform to source data for manipulation.
- Ensuring compliance with General Data Protection Regulations.
- Adhering to Education Regulations and the Equality Act when dealing with trainee applications.

3. Updating process documentation

- Keeping written and web-based guidance documents and information for customers up to date.
- Ensuring that the Education pages of the college website are kept up to date, particularly those for Panel meetings and International trainees.

4. Communications

- Assisting with Scheme for Registration work-based administration during busy periods, if required.
- Building and maintaining effective relationships with internal colleagues and key stakeholders.

Other Duties:

- Carry out from time to time and as directed, any other duties as required in addition to the above that will be both reasonable and within your capabilities.
- Ensure that at all times you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. Act in accordance with the College values.

PERSON SPECIFICATION

Experience

Essential:

- Experience in meeting organisation and delivery
- Data management, analysis and reporting
- Handling confidential and sensitive information

Desirable:

- Working in the not-for-profit and/or education sectors
- Understanding of the UKVI Visa rules
- Working with external panel members
- Experience of working with Microsoft dynamics or another database system

Education/Qualifications

Essential:

- GCSEs, or equivalent qualifications, in English and Mathematics
- A degree-level qualification, or evidence of graduate-level capabilities

Skills and Knowledge

Essential:

- The ability to prioritise duties, and seek clarification and guidance from Line Manager when faced with competing responsibilities
- Excellent organisational skills
- Ability to take responsibility and coordinate an area of work with a proactive attitude
- Excellent written and verbal communication skills, with the ability to produce accurate written materials and provide clear verbal explanations
- Strong interpersonal skills, with the ability to develop good working relationships within a team
- Ability to work under pressure, with highly sensitive information and in a self-directed manner, asking for help as needed
- The ability to be flexible and adaptable
- Advanced Microsoft Office skills, especially Word, Excel and Adobe
- Accurate data entry skills

Desirable

- Organising assessments and examinations
- Understanding of medical assessments
- Understanding of GDPR

Additional Information

- Typical working hours at the College are 9 am to 5 pm (7 hours, excluding lunch) working five days a week. We operate a flexible working window from 8 am to 6 pm where you can vary your start and end time (working a 7-hour day). This role is flexible and can be worked over a variety of working patterns.
- We also offer hybrid working (a mixture of home and office working). Typically, College staff will work around 20-40% of their time at the workplace (whether it is the office at Craven St or a face-to-face meeting/exam or event at another business-related site or organisation per week)

Equal Opportunities and Inclusion

The College is committed to providing equal opportunities in employment and to avoiding unlawful discrimination. We value the differences that a diverse workforce brings to the organisation.

Our values



We act with integrity and transparency



We listen and we learn



We demonstrate respect and professionalism



We achieve high quality



We champion diversity and inclusion



THE COLLEGE OF
OPTOMETRISTS