

<b>Job Title:</b>	Grade III Clerical Officer (Exams Office)
<b>Reporting to:</b>	Senior Staff Officer
<b>Role type:</b>	Permanent Full Time based on 35 hours net per week
<b>Annual leave:</b>	29 Days annual leave per annum (including RIAM closure days)
<b>Salary Scale:</b>	Appointment will be made on point 1 of the Clerical Officer Grade III Pay Scale, which is €27,146 per annum. Remuneration may be adjusted from time to time in line with Government pay policy
<b>Pension:</b>	Employer pension scheme with minimum employee pension contribution set at 5% of gross salary and employer contribution at 10% of gross salary
<b>Location:</b>	RIAM, 36 – 38 Westland Row, Dublin 2

The nature of this role will involve on-site/office work and the flexibility for remote work in line with the [RIAM Policy](#).

Ireland's Music Conservatoire since 1848, the RIAM offers pre-college, undergraduate and postgraduate musical training of the highest standards.

The **Royal Irish Academy of Music** is at an exciting phase having just completed a major redevelopment of its facilities. The Academy is seeking an enthusiastic junior administrative professional to fill a position in our exams office reporting to the Senior Staff Officer.

#### **Role Purpose:**

Administrative support of the Academy exams function over three pre-determined exam sessions in an academic year, using the OAS (online exams system) with approximately 40,000 examinations taking place. Exams take place in person and on-line as necessary.

#### **Necessary Skills and Experience:**

- Experience in high volume data entry.
- High attention to detail and accuracy.
- Must act in a professional manner and be able to work well as part of a team.
- Takes responsibility for work and see through to the appropriate next level.
- Must be proactive and have ability to work on own initiative.
- Excellent communication and interpersonal skills.
- Must be flexible and capable of taking on new tasks.

- Strong organisational skills together with the ability to prioritise work and meet deadlines.
- Strong IT skills including a good working knowledge of Office 365 and MS Excel.
- Experience of working with MS Teams and Zoom.

<p><b>Key areas of responsibility and accountability:</b></p>
---

- Processing exam applications for each exam session including inputting data and scheduling of exams to tight deadlines.
- Booking venues/centres for exams according to location and suitability.
- Inputting results and issuing certificates.
- Providing assistance at High Achievers concerts, auditions and Gala concerts when required.
- Input and track exam fee payments.
- Dealing with a high volume of queries from parents/guardians/teachers/applicants by phone, email and sometimes in person in the office.
- Using the OAS (online application system) to schedule exams and input results.
- Communicate information to a large network of examiners including sending out exam packs to them.
- Printing of large volumes of materials as necessary to support the exams function including results certificates.
- Assist in and/or prepare reports as necessary.
- Action Communications in a timely manner.
- Managing post as it comes into the office and sending out all post as necessary.
- Balancing lodgements.
- Transferring candidates and/or refunding fees if required.
- Ordering stationery and updating franking machine when needed.
- Other duties relating to the functioning of the exams office as required.

This job specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.

*To apply for this position please email your CV to [careers@riam.ie](mailto:careers@riam.ie). The closing date for receipt of applications is 12 noon 14<sup>th</sup> April 2023.*