

## JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b> Administrative Assistant: Learning Technology Support		<b>Accountable to:</b> Learning Technology Support Manager
<b>Contract Length:</b> Permanent	<b>Hours per week/FTE:</b> 14 hours	<b>Weeks per year:</b> 52
<b>Salary:</b> £25,061 – £29,358 pro rata pa		<b>Grade:</b> 2
<b>College/Service:</b> London College of Fashion / Learning Technology Support		<b>Location:</b> London College of Fashion, 20 John Princes Street, W1G 0BJ and relocating to Stratford from 2022

### Purpose of Role:

To work within the Learning Technology Support (LTS) department at London College of Fashion, specifically supporting the activity of the office team, working on essential administration processes relating to the planning and execution of events and requisition of equipment to support the department's services.

### Duties and Responsibilities:

- Act as first point of contact for all enquiries from staff, students and other visitors to the Learning Technology Support Office (LTS), handling correspondence by email, letter and telephone.
- Maintenance of the office's financial systems, using the online requisition and budgeting system Agresso, processing of purchase orders, invoices, expense claims, new supplier set ups and payroll documentation in accordance with the University of the Arts London procedures.
- Support day-to-day activity within the LTS Office, liaising with clients and guests where appropriate, audio-visual and facilities support.
- General office maintenance tasks including ordering office supplies and maintaining archiving and filing systems, ensure that the LTS Office and common areas are always tidy and presentable.
- Arrange meetings with multiple attendees and record resulting action points for circulation; arrange site visits at event venues for multiple internal and external attendees.
- Maintain the databases and mailing lists, researching new contacts under the guidance of Director of Technical Resources & Learning Environments and LTS Manager doing ring-rounds to update contact details and ensure listed contacts are appropriate, up-to-date and categorised correctly.
- Maintain the Director of Technical Resources & Learning Environments calendar and LTS events calendar booking meetings as required and liaising with other staff members and supporting the LTS Manager, Coordinators with administrative tasks.
- Support activity within the wider Technical Resources & Learning Environments team, including preparation of contracts from templates, researching contacts and updating details held on record.
- Co-ordinate the booking of rooms, catering and couriers as required, distribute post within the office.

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Director of Technical Resources & Learning Environments
- Learning Technology Support Manager
- Content Production Coordinator,
- IT Technical Coordinator,
- Technical Coordinator Learning Environments and Technology
- Staff resources Co-ordinator
- Specialist Technicians
- Technical Assistants

**Specific Management Responsibilities**

**Budgets:** N/a

**Staff:** N/a

**Other:** Accommodation and equipment as appropriate

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_  
(Recruiting Manager)

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Grade: 2

### Person Specification

Specialist Knowledge/ Qualifications	<p>Has received formal training or education at post 16 level</p> <hr/> <p>Has sound understanding of the skills required to administrate the work of a technical support service provider.</p>
Relevant Experience	<p>Has significant relevant experience in an administrative support role</p> <hr/> <p>Has experience working with financial management systems: generating purchase orders, processing invoices, budget reporting, troubleshooting</p> <hr/> <p>Has experience of providing support in person and over the phone.</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time.</p>
Teamwork	<p>Works collaboratively in a team or with different professional groups.</p>
Student Experience or Customer Service	<p>Provides a positive and responsive student or customer service.</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve day-to-day-problems</p>

Last updated: 30/11/15