

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Operations Coordinator **Accountable to:** Director Innovation and Business

**Contract Length:** Permanent **Hours per week / FTE:** 35/1.0 FTE **Weeks per year:** 52

**Salary:** £28,274 – £34,515 per annum **Grade:** Grade 3

**College/Service:** Central Saint Martins (CSM)/ Innovation and Business (IB) **Location:** Kings Cross

### **Purpose of Role:**

To manage operational activity within the Innovation and Business (IB) department at Central Saint Martins.

This role involves working closely between IB Director and IB Business & Projects Managers and relevant UAL teams (namely the UAL Legal, UAL Academic Enterprise Finance & Knowledge Exchange teams) to provide co-ordinated administrative support for all Enterprise & Knowledge Exchange (KE) projects managed via IB at CSM. The postholder will also need to ensure that relevant IB administrative and information reporting systems are kept up-to-date and maintained in accordance with UAL Protocols.

### **Duties and Responsibilities**

**Duties will include the provision of administrative and operational support on CSM projects, undertaken via the IB Team, as follows:**

- To assume smooth and professional office management responsibility for the IB Team
- To support the IB Director and other members of the business development team in relation to all business and knowledge exchange projects as required
- To ensure that contracts administration for projects is efficiently scheduled and timed so that client and partner relations are sustained to the long-term benefit of the College
- To assist the IB team members whenever required, to gather all necessary information to enable the UAL Legal Team Solicitors to advise, draft, and amend contracts.
- To ensure all legally approved IB contracts are signed by the appropriate UAL signatories in a timely manner and returned to clients.
- To ensure all student agreements are signed and collected, correctly filed and recorded and stored by CSM
- To liaise with the UAL Academic Enterprise Finance team to ensure payment schedules in contracts are adhered to and liaise with business and project managers to ensure that work is not supplied to clients unless a contract has been signed, payment received or a purchase order obtained
- To deal with general enquiries in relation to projects to the best of your ability and to direct any staff in IB directly to Legal Services with any legal queries, requests for advice or for questionnaires
- To escalate any serious or complex issues to IB Director

### **IB Operations**

- To oversee and supervise the delegation of administrative tasks to the IB Operations Assistant
- To ensure the maintenance of a comprehensive filing system for all CSM IB signed contracts and ensure that hard and soft copy contracts are filed, recorded and stored or archived appropriately by CSM
- To ensure signed student and graduate agreements are counter signed by the IB Director and returned to students and graduates as appropriate

- To ensure timely updating of the project map/summary spreadsheet
- To create monthly project status reports for the IB Director (highlighting contract and finance status).
- To check that correct third party names and addresses and relevant student details (names, contact details and fees) are obtained from business managers regarding Intellectual Property or other payments to be made to students to be passed on to the Academic Enterprise Finance Administrator for payment
- To set up and maintain a CSM register of all student and graduate agreements in date order with full details of the parties to the agreement, the IP to be transferred, the fee paid and any other relevant information as directed by IB Director and as advised by Legal Services

### **Key Metrics Reporting & Operations Management**

- To support IB Director by providing operational management that enables a collaborative enterprise team culture
- To generate management information reports for IB Director in relation to enterprise activity.
- Working with relevant CSM and UAL stakeholders, to develop systems that record evaluation & impact metrics of CSM Enterprise & KE work in accordance with relevant funding criteria (such as HE-BCI/HEIF and the future KE Framework)
- To manage and develop project reporting systems for all IB commercial and KE activities to track project development and execution
- To maintain a risk register for IB Operations and to ensure appropriate risk management and assessments are built into IB business processes as necessary
- To ensure that all staff working on IB projects wherever they are based in the College understand relevant UAL and departmental operational & financial processes. This will include:
  - Contributing to the induction procedures for all IB staff
  - Liaising with Academic Enterprise Finance and College administrative staff
  - Liaising with teaching and research staff who are working on IB Enterprise projects
- Familiarising yourself with and staying up to date with changes in UAL policy and procedures and ensuring that local operational and administrative practice and processes are kept in line with those policies and procedures and adhered to by the IB team
- To provide operational management for the IB team in relation to HR processes, health & safety, insurance, staff inductions, IT equipment and other operational matters, working with relevant departments as necessary
- To support any training as required by the IB Director

### **General**

- 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

**Key Working Relationships:**

- Director of Innovation and Business, IB Business Development Managers and support staff, clients, students, staff and graduates, Legal Services Team, UAL Academic Enterprise, Finance, HR, College Admin, Estates, IT.

**Specific Management Responsibilities**

**Budgets:** None

**Staff:** IB Operations Assistant

**Other** (e.g. accommodation; equipment): None

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Person Specification	
Specialist Knowledge/Qualifications	<p>Practical experience in administration</p> <p>Knowledge of the higher education, arts and design sectors desirable</p>
Relevant Experience	<p>Experience of project support especially dealing with multiple and complex projects and stakeholders.</p> <p>Experience of dealing with commercial relationships in the public and/or private sector.</p> <p>Proven experience of relationship building with clients and internal teams.</p> <p>Experience of developing and delivering effective management information and reporting systems.</p> <p>Experience of company operational management processes and structures, including contracts, is desirable.</p>
Communication Skills	Communicates effectively orally, in writing and/or using visual media
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Planning and managing resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student experience or customer service	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

**Last Updated: May 2018**