

JOB DESCRIPTION	
Job title: Short Course Co-ordinator (Maternity Cover)	Accountable to: Business Manager
Contract length: 12 months	Hours per week: 22 (days/hours per day flexible) Weeks per year: 52
Salary: £34,326 per annum (pro-rata)	Grade: 4
Service: Short Courses at LCF	Location: John Princes St, Oxford Circus
<p>Who are we?</p> <p>The department of Academic Enterprise (AE) leads the University of the Arts London's third stream income operations and is integral to the University's long term development. Its mission is to increase the amount of income generated by the University from non-core teaching and research activities. It builds on, and includes, the successful UAL Short Courses Ltd, UAL Awarding Body, the Language Centre, college and research based enterprise, business and innovation operations. Academic Enterprise not only integrates and bolsters a wide range of business and client facing work across the University but is also developing new products and services for new and existing markets.</p> <p>Academic Enterprise is a successful, growing, department with a combined turnover of £31m in 2016/17, mostly from B2C activities. There are approximately 195 staff working in Academic Enterprise operations in all UAL's colleges as well as central university services. Around 70,000 students study on short courses or qualifications offered by AE business units.</p> <p>At London College of Fashion our short course unit trains over 5000 students a year and we offer around 150 different Fashion and Makeup courses. The courses are designed mostly for beginners, so those preparing for a degree, those looking at changing careers or starting their own business, as well as enthusiastic hobbyists of all ages.</p>	
<p>What is the purpose of the role?</p> <p>To plan, prepare for, and coordinate, the delivery of London College of Fashion (LCF) short courses within a scheduled programme, to achieve the annual turnover target. Work within agreed budgets to maximise profit and maintain high standards of quality to meet customers' expectations. The role has responsibility for approximately 120 course deliveries each year, which may be located at any of the six LCF sites around London, although the role is based at our Oxford Circus site.</p>	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> To work in partnership with the two other Course Co-ordinators to deliver the scheduled Short Course programme, taking responsibility for an allocated section but providing support and back up for the other co-ordinators as required. To plan the short course resources and requirements in advance of the course start date including: <ul style="list-style-type: none"> confirming and contracting the tutor booking teaching rooms and media services purchasing and preparing course materials preparing equipment packs for practical courses visiting sites to ensure materials and equipment are in place and that rooms are ready To be responsible for course budgets to achieve overall planned profit margin (around 35%). To discuss as a team the course offer, and to regularly review the courses To manage visiting tutors: <ul style="list-style-type: none"> monitor performance provide feedback 	

<ul style="list-style-type: none"> ○ interview new tutors when vacancies arise ○ arrange induction sessions regarding short-course procedures and Health & Safety issues • To monitor course bookings constantly to assess when to confirm or cancel a course or identify if there is sufficient demand for a course to be repeated. • To liaise with the Marketing team to update the website, or identify sales promotions or opportunities. • To regularly monitor stored stock at the College sites. • To share and update information for course confirmations, cancellations, additions or any changes to the schedules • To propose and implement contingency plans if it becomes necessary to reschedule a class or change venue. • To put in place any adjustments or learning support if they have been agreed for a student, and communicate this to the tutor or any other staff that may need the information, as appropriate. • To investigate customer complaints related to course delivery/ quality, and discuss resolutions with the Business Manager. <p>General</p> <ul style="list-style-type: none"> • Assume other reasonable duties consistent with your role, as determined xxx, which may be assigned to you anywhere within the University. • Undertake health and safety duties and responsibilities appropriate to the role. • Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work. • 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. • 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. • Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
<p>Key Working Relationships</p> <ul style="list-style-type: none"> • Short course team i.e. Business Manager and associate Course Co-ordinators • Short course finance team (sales, bookings and administration) • Short course Marketing Manager • Visiting tutors • Suppliers of course materials • College Resources team • College site managers • College technical support managers and staff • UAL facilities managers and site staff
<p>Specific Management Responsibilities</p> <p>Budgets: Individual course budgets</p> <p>Staff: Visiting Tutors – approx 50 individuals</p>

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<p>Educated to undergraduate degree level or with equivalent relevant experience</p> <p>Has relevant experience in planning and organising, and can manage their workload independently without direct supervision</p> <p>High level of competency in Microsoft Word, Excel and Outlook and use of the web/ internet</p> <p>Background in fashion or makeup</p>
Relevant Experience	<p>Administration</p> <p>Project Management and managing deadlines</p> <p>Coordinating/directing others</p> <p>Proof reading, data checking, attention to detail</p> <p>Winning others over</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p> <p>Clearly delivers information for tutor, suppliers and team</p> <p>Knows when and how to escalate problems</p> <p>Liaises across sites and gets support from others</p>
Leadership and Management	<p>Supervises and supports tutors effectively, setting clear expectations to ensure best performance.</p> <p>Interviews and briefs new tutors on the role</p>
Professional Practice	<p>Plans, prioritises and organises work to achieve objectives on time</p>
Planning and Managing Resources	<p>Works collaboratively in a team and where appropriate across or with different professional groups</p> <p>Manages course budgets</p>
Teamwork	<p>Provides a positive and responsive student or customer experience in person or on the 'phone</p> <p>Supports colleagues to 'get the job done'</p> <p>Can be trusted to respond quickly to others questions/emails</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve problems.</p> <p>Inputs new course ideas regularly.</p> <p>An affinity with the fashion or makeup industry and aware of industry and consumer trends</p>

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: 18/06/18