

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Short Course Administrator (Portfolio/Study Abroad)

Salary: £28,274- £34,515

Grade: 3

FTE: 1

Location: Elthorne rd, Archway, Central Saint Martins

Accountable to: Short Course Manager

Section: UAL Short Courses Limited

Purpose of Job:

This role will contribute to the student experience, growth and programme coordination in Central Saint Martin's short courses, specifically the Fashion, Graphic Design and Textile Folio courses and the Study Abroad integrated semester and summer programmes.

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.

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.

You will be working in the UAL Short Courses Coordination Team at Central Saint Martins, ensuring effective and efficient administrative support for the delivery of short courses. You will work flexibly as a member of the team, providing a service of the highest standard to clients, colleagues and suppliers, both internally and externally.

This course administrative position is based primary at the Elthorne rd, Archway campus of Central Saint Martins in the Short Course unit. This post is responsible for administration of long term portfolio preparation courses and Study Abroad, as well as working with the wider coordination team to support the operations and delivery of other short courses.

Duties and responsibilities

To provide comprehensive administrative and operational support for portfolio preparation, Study Abroad and other short courses, which includes:

Portfolio student administration - pre-enrolment:

- Managing enquiries by email, telephone and in person, including managing enquiries from UAL representatives (agents).
- Managing the student application process, including: receiving and processing applications and student portfolios; arranging dates and rooms for interviews and portfolio reviews; preparing and issuing acceptance and rejection letters. Issuing visa letters and other documentation; and processing course fee payments.
- Giving basic visa advice on eligibility to enquirers and students, using guidance provided by Immigration Compliance Administrator and referring queries as required.
- Coordinate and deliver student enrolment sessions, welcome sessions and open days.

Portfolio student administration - post enrolment:

- Working with course tutors and providing administrative support to the course as required, particularly relating to student communications.
- Keeping student records up-to-date, including attendance.
- Act as a key point of contact for students with welfare/pastoral issues, referring to colleagues as appropriate.
- Dealing with current student enquiries and administration such as council tax queries, bank letters, funding forms and support with accommodation.

Portfolio/Study Abroad course administration:

- Preparation of tutor course packs in advance of course start dates.

- Assisting with the set up and take down of all portfolio & Study Abroad courses, ensuring all required materials are ordered and received on time.
- Managing production of ID Cards, IT log ins, and student access to loan store and library in advance of enrolment.
- Create and manage distribution of course registers and student certificates.
- Manage student feedback process, preparing and circulating feedback surveys, reporting back on results and highlighting issues for action to Course Leaders and management team.
- Contribute to the review of course administrative procedures, identifying opportunities for streamlining and improvements to student experience and efficiency including review of paper feedback forms, and working with Course Leaders and Short Course Coordinator to implement.
- Supporting the operational day-to-day running of courses, dealing with tutor requests and students queries regarding student cares, printing, bookings and transfers.
- Create and maintain the term-time timetable/schedule for Study Abroad students

Marketing support:

- Maintaining portfolio course web pages information in collaboration with the marketing team, ensuring course details including fees, dates, and requirements are up to date.
- Reviewing and developing booking forms, submission templates, joining instructions and other platforms for communicating with students, improving and enhancing where possible.
- To support market research activity through desk based research.
- Maintain progression statistics from portfolio courses, reporting on a bi-annual basis.

Support to other short courses

- Supporting Short Course Coordinators with the day-to-day running of all short courses running on-site.
- When necessary working Saturdays on new course start dates
- Setting up AV equipment and making sure that they are working in advance of course starts.
- Checking periodically that all printers on the site are working and refilling papers/ toners regularly.
- Ordering stationery and course materials for courses on the Agresso finance system.
- Reporting any faults in the building to the Estates Helpdesk or the IT Services Desk immediately, and chasing them if necessary until resolution.
- Processing tutor packs as they are returned: forwarding finance and model forms to the KX site, scanning feedback forms and saving them onto the system.

Ancillary duties and responsibilities

- 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:

- Reporting to the Short Course Manager and working closely with the Short Course Coordinators and other coordination team staff
- Business Manager, Program development and Operations Manager and Marketing Manager of UAL short courses, CSM
- Marketing and Customer Service Team and other CSM Short Course staff, Study Abroad team and International sales and marketing team
- Portfolio Preparation Course Leaders and study abroad and UAL short courses tutors
- Students and external agents

Specific management responsibilities: None

Budgets: None

Staff: None

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

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Grade: 3

Person Specification

Specialist Knowledge/ Qualifications	<p>Educated to degree level or with equivalent experience</p> <p>Confident IT skills user, with experience of</p> <ul style="list-style-type: none"> • MS Office; (Word, Excel, PowerPoint, Outlook, internet) • Learner Management Systems / databases • Content Management Systems (desirable)
Relevant Experience	<p>Strong organisational and administrative experience, working in a fast paced environment, ideally in Further or higher education.</p> <p>Experience working directly with students, ideally in a course administration / customer service capacity.</p> <p>Experienced working across multiple teams, coordinating activities and liaising with staff across the organisation.</p> <p>Experience or understanding of art and design education.</p> <p>Experience of dealing with difficult situations or confidential matters according to policy and procedures, referring to others as required.</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media, adapting the message for a diverse audience in an inclusive and accessible way.</p>
Leadership and Management	<p>Able to take the lead on projects and work independently</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time.</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across 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 problems.</p>