

JOB DESCRIPTION	
Job title: Business and Innovation Administrator	Accountable to: Director of Business and Innovation also EU Research and Innovation Projects Manager
Contract length: till June 2022	Hours per week: 35 Weeks per year: 52
Salary: £29,358 - £35,839.00	Grade: 3
Service: LCC, Business & Innovation	Location: Elephant and Castle
<p>What is Business and Innovation?</p> <p>London College of Communication is a pioneering world leader in design, screen and media education. LCC Business and Innovation applies the imagination and resourcefulness of our students and graduates to the challenges faced by today's businesses, charities, community groups and government organisations. We work with clients to create bespoke partnerships to help solve big challenges and create innovative concepts, services and experiences.</p> <p>Business and Innovation delivers Knowledge Exchange activity at LCC, one of three priority areas, along with teaching and research, in the academic mission of University of the Arts London (UAL). We're growing our activity, expanding to work with more students, graduates and partners. With many exciting development plans in the pipeline at LCC, including a relocation to a new building, Business and Innovation activity is one of the key components of our future growth and development. Working in collaboration with colleagues in the Internal and External Relations team, Business and innovation leads on the coordination and support for local engagement and place-making activity within the College and the delivery of ACE -IT an ERDF funded project supporting the development of SMEs and projects in VR and associated technologies.</p>	
<p>What is the purpose of the role?</p> <ul style="list-style-type: none"> This role, based within the Business & Innovation department at LCC, reports to the Director of B&I and EU Research and Innovation Projects Manager, and will provide a key support function for the delivery and reporting of Business and Innovation activity across the college. The post holder will be able to work independently and as a member of the Business and Innovation team, and will work closely with other key staff across LCC to help develop and sustain the success of Business and Innovation at LCC. 	
<p>Duties and Responsibilities</p> <p>Duties will include the provision of administrative and operational support on LCC Business and Innovation projects</p> <p>Role Specific Duties:</p> <ul style="list-style-type: none"> Lead on finance administration for LCC Business and Innovation, and ACE-IT including arranging and reporting on payments to staff and suppliers, and arranging and reporting on payments from clients and reporting to funders and partners. Assist with the planning and implementation of LCC Business and Innovation activities, including supporting events and workshops for external funded projects, students, alumni and external businesses. Duties may include; sourcing and booking suppliers, creating and distributing guest lists and keeping accurate RSVPs, preparing printed and digital material, liaising with guests and speakers, putting together and distributing basic copy, filing and record keeping, for both the department and ACE - IT as directed by relevant project manager. Provide administrative support to the Director of Business and Innovation 	

- Provide support for the development of new LCC Business and innovation projects through researching funding opportunities and contributing to the development of funding bids by coordinating contributions from staff and external university and industry partners.
- Provide management information administrative support to LCC Business and Innovation activities, including project tracking and reporting, for all projects including ACE- IT keeping up to date filing systems and preparing relevant project information as and when required.
- Provide administrative support for contracts relating to LCC Business and Innovation activities, ensuring signing and storage requirements as required by the UAL contracts procedures and external funders and SME's.
- Act as the main Customer Relationship Management system point of contact for LCC Business & Innovation, inputting and maintaining up to date contacts in Raiser's Edge/Sales force (CRM system).
- Provide creative input and ideas for project planning
- Record and respond orally and in writing to a range of enquiries and related matters from internal and external sources and liaising with other partners and universities.
- Assist with the preparation of management information, for both internal and external monitoring purposes.
- Providing general administrative support for Business and Innovation activities, including externally funded projects, including (but not limited to):
- Coordinating team calendars
- Organising and recording team meetings
- Providing and co-ordinating absence cover as necessary in order to ensure the provision of a quality professional/efficient service at all times
- Bookings and support for meetings (rooms, taxis, couriers, catering) and travel bookings, as required.
- Attend meetings and take minutes, as required.

General

- To perform such duties consistent with your role as from time to time may 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 personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- 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 accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Director of Business and Innovation
- Cultural and Communities Partnerships Manager

- Business and Innovation Project Manager
- EU Research & Innovation Project Manager
- Academic and technical teams
- Students and graduates
- Enterprise Contracts team
- Staff across LCC and UAL
- External clients from business, charity and government organisations

Specific Management Responsibilities

Budgets: None

Staff: None

Other N/A

Signed: Tim Hoar Recruiting Manager

Last updated: 01 July 2020

HERA Code: 000729

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> • Experience of delivering administrative support across a varied team, preferably within a HEI • Relevant qualification e.g. Degree or equivalent relevant experience • Experienced in the generating and progress tracking of invoices • Demonstrable experience of planning and preparation of small-medium scale events. • Knowledge of UK's creative industries
Relevant Experience	<ul style="list-style-type: none"> • Extensive demonstrable relevant administrative and financial experience • Experience of working in an administrative environment, setting up systems and protocols • Experience of working with databases preferably CRM systems • Experience in self-directed working as well as ability to follow directions efficiently and accurately • Experience in working in a customer focussed environment
Communication Skills	<ul style="list-style-type: none"> • Communicates effectively orally, in writing and/or using visual media
Planning and Managing Resources	<ul style="list-style-type: none"> • Plans, prioritises and organises work to achieve objectives on time
Teamwork	<ul style="list-style-type: none"> • Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	<ul style="list-style-type: none"> • Provides a positive and responsive student or customer service • Approach complex or difficult situations according to policy and procedures
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> • Uses initiative or creativity to resolve problems with a positive approach

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.

Signed: Tim Hoar Recruiting Manager

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