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| JOB DESCRIPTION AND PERSON SPECIFICATION | | | |
| **Job Title**: Project Coordinator | | **Accountable to**: Graduate Consultancy Manager | |
| **Contract Length**: Permanent | **Hours per week/FTE**: 35 / 1.0 FTE | | **Weeks per year**:52 |
| **Salary**: £29,358 - £35,839 per annum | | **Grade**: 3 | |
| **College/Service**: CSM/ Innovation and Business | | **Location**: Kings Cross | |
| **Purpose of Role:** To provide administrative, operational and business development support to the Project team at Central Saint Martins, University of the Arts London. | | | |
| **Duties and Responsibilities**   * To be the first point of contact for new client enquiries, ensuring these are maximised by working closely and productively with the relevant business development managers. * To provide administrative support to the Sponsored Student Project Manager and Graduate Consultancy Manager including setting up meetings, taking notes, liaising with team members and liaising with the Innovation and Business Operations team. * To provide admin and/or project support across the Innovation and Business team as and when required. * To work with the Operations Coordinator and Admin Assistant to effectively manage operational processes of student and graduate projects, ensuring all processes are compliant with UAL protocols and policies. * To assist with the development and drafting of client proposal materials in consultation with the relevant business development managers and academics, as well as ensuring these are kept up to date, filed appropriately and are easily accessible to the business development team. * To support the Sponsored Student Project Manager and Graduate Consultancy Manager in delivering projects, including day to day liaison with academic teams and assisting with client queries; arranging access to the building for clients, including film/photography crews; and liaising with the Estates team as appropriate. * To assist in the sales process by researching prospective clients, including effective liaison with CSM academic teams and the central university team. * To assist with the circulation and approval of press and publicity materials arising from client projects across the relevant internal teams, coordinating internal feedback and reporting back to the client in a timely manner. * To ensure financial and legal processes for student and graduate projects are coordinated and tracked. * To ensure all sales and prospects/pipeline reports are kept up to date. * To provide support to the Innovation and Business Marketing team for the production of client case studies. * To coordinate CSM Talent Scout and have responsibility for the day to day running of the service, including monitoring and updating the graduate database. * To establish relationships with the External Liaison Coordinators from each academic programme area to encourage communication between the academic programmes and Innovation & Business department.   **Other**   * To contribute to the CSM Innovation and Business team in such a way as to ensure that maximum financial and other benefit is gained from all external clients. * 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**: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.  * The CSM Innovation and Business team including the Sponsored Student Project Manager; Graduate Consultancy Manager; the Directors of Innovation and Business, and other business development and operational team members; CSM academic and support staff; Academic Programme External Liaison Coordinators; CSM students and graduates. * Academic staff, finance staff, legal staff and external clients for UAL knowledge transfer and enterprise projects. | | | |
| **Specific Management Responsibilities** **Budgets**: None  **Staff**: None  **Other** (e.g. accommodation; equipment): None | | | |

Signed Date of last review August 2019

(Recruiting Manager)

**Job Title: Project Coordinator Grade: 3**

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| Person Specification | |
| Specialist Knowledge/ Qualifications | Undergraduate degree or relevant qualification |
| Relevant Experience | Minimum 2 years experience of client facing, sales driven environments including client liaison, administrative support and ability to work independently without direct supervision.  Experience in managing small scale events.  Experience of adapting services and systems to meet customers’ needs and identify ways of improving standards and actively promoting the service.  Experience of developing working networks, ensuring that the experience of participants is positive and meets their needs. |
| Communication Skills | Communicates effectively orally, in writing and/or using visual media. |
| Leadership and Management | N/A |
| Research, Teaching and Learning | N/A |
| 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. |