

6BJOB DESCRIPTION

Job Title: Short Course Assistant

Accountable to:
Short Course and Study Abroad Senior
Coordinator (CCW)

Length: 12 months
fixed term

Hours per week/FTE: 35

Weeks per year: 52

Salary: £23,579 - £27,801

Grade: 2

College/Service: UAL Short Courses Ltd, Camberwell, Chelsea
and Wimbledon Colleges of Arts (CCW)

Location: Chelsea College of Arts - John
Islip Street, SW1P 4JU

Purpose of Role:

The cross-UAL department of Academic Enterprise (AE) aims to increase the amount of surplus generated by the University from income generating activities outside core teaching and research. It builds on, and includes, the successful **UAL Short Courses Ltd (short courses)**, UAL Awarding Body, 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 200 staff which meets the needs of 47,000 students on short courses as well as FE courses in colleges outside UAL. Its units are expected to have a combined turnover of £31m generating a surplus of more than £8m in 2015/16, mostly from B2C activities.

This role, based at Chelsea and working across Camberwell and Wimbledon too, will assist with the coordination and delivery of the Camberwell, Chelsea and Wimbledon College of Arts short courses, study abroad and special projects. To work Monday – Friday on a rota between 09:00 -18:30, with occasional Saturday shifts between 09:00 –16:00. Rota shifts to be shared between Short Course Coordination team members.

Duties and Responsibilities.

- To liaise with tutors to identify resource needs required to support course delivery, including: materials, technical equipment and room set up requirements.
- To financially record, order and control material allocations for tutors, using the UAL finance software – Agresso Business World (ABW) to raise requisitions and record materials budget spends.
- To check appropriate rooms have been booked to facilitate each course. To trouble shoot room clashes in advance and place signage on studio doors to communicate short course occupancy.
- To work with the facilities team to send and oversee weekly estates requests and to assist them with the set-up and clearing of studios.
- To maintain and organise stockrooms, where lifting of materials and furniture may be required.
- To book, set up and test audio visual equipment (such as laptops and data projectors) before courses are due to start, liaising with IT technicians, the Central Loan store and IT service Desk as if necessary.

- To assist with the preparation of starter packs including printing of handouts, registers, certificates, feedback forms and student ID cards.
- To assist with the meet and greet duties on the first day of the short courses, providing a high level of professionalism and customer service at all times.
- To ensure risk assessments are completed, maintained and archived for auditing purposes - for all tutors and courses.
- To support the student evaluation process by checking that short course feedback forms are completed and returned by tutors then processed with appropriate reports produced.
- To accompany students and academics during off-site visits as required.
- To provide basic maintenance of technical equipment, including easels and technical drawing boards.
- To provide cover, as appropriate, for the Short Course Administrator and Short Course Assistant when absent.
- 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

8B **Key Working Relationships**: Managers and other staff, and external partners, suppliers etc.; with whom regular contact is required.

- CCW Short Course and Study Abroad Senior Coordinator
- CCW Business Manager
- CCW Short Course Manager
- Short Course Tutors and Students
- External Suppliers
- CCW Facilities Assistants
- CCW Technicians
- CCW Timetabling team

9B **Specific Management Responsibilities**

None

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

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Person Specification	
Specialist Knowledge/ Qualifications	<ul style="list-style-type: none">• Knowledge of art and design materials.• A high level of competency in Microsoft Word, Excel and Outlook.• Experience of setting up and troubleshooting audio visual equipment.
Relevant Experience	<ul style="list-style-type: none">• Administrative support in a busy customer focused environment.• Liaising with external suppliers• Stock checking and inventory• Manual Handling (desirable – training available)
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.• Ability to work independently with attention to details
Teamwork	<ul style="list-style-type: none">• Works collaboratively in a team 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. Demonstrates diplomacy and empathy.
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none">• Uses initiative or creativity to resolve day-to-day-problems

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria