

JOB DESCRIPTION

Job Title: Internal and External Relations Project Coordinator

Accountable to: Director of Internal and External Relations

Contract Length: 1 year fixed term

Hours per week/FTE: 35

Weeks per year:

Salary: £28,839 - £35,205 per annum

Grade: 3

College/Service: London College of Communication

Location: Elephant & Castle

Purpose of Role:

London College of Communication is a pioneering world leader in creative communications education. We nurture and develop the critical, creative, and technical excellence needed to discover new possibilities and practices in creative communications, through a diverse, world-leading community of teaching, research and partnerships with industry. Future plans for the College include a cutting edge new building that will allow us to explore our approach to learning and teaching, engaging with our communities, and contribution to the wider creative and cultural landscape.

The purpose of this role is to provide high-level administrative support to the Director of Internal and External Relations, to work flexibly to support a variety of projects and activities within the Department and to support the delivery of core activities, as well as key campaigns aligned with new ways of agile working.

Duties and Responsibilities

Principal responsibilities

- To provide high-level administrative support as directed by the Director of Internal and External Relations; dealing with all matters with absolute confidentiality.
- To organise, schedule, facilitate and minute meetings as appropriate for the Director of Internal and External Relations. To support meetings by clerking and ensuring the timely preparation and circulation of agendas, minutes and associated papers and following up action points as appropriate.
- To provide effective diary management for the Director of Internal and External Relations. To prepare high quality documentation and papers needed for meetings.
- To proactively advise the Director of Internal and External Relations of priorities and identify levels of urgency; anticipating events and needs and providing advance warning of upcoming events and actions.
- To assist with the research, collation and preparation of information for a variety of internal and external relations projects. To produce draft reports, presentations, timelines and information material as required.
- To provide additional support for the setting up and smooth running of events including organising logistics and refreshments as needed.
- To help meet and greet visitors for the team, providing refreshments when required.
- To be conversant with the activity of the Internal and External Relations team and the wider College, including press coverage, key partnerships and success stories.
- To support absence cover, as and when necessary.

Operations and coordination

- To coordinate and organise ArtsTemps involvement in departmental activities as required, including briefing students on specific roles/responsibilities and handling payments.
- To raise purchase orders and process payments as relevant.
- To proactively maintain the office stationery supplies.
- To respond to internal and external enquiries by telephone, e-mail and face-to-face, resolving routine general enquiries, redirecting where appropriate and referring more complex enquiries to other members of the team as appropriate.

Departmental ways of working

- To work with the Director of Internal and External Relations to support a new agile working approach across the team, focusing on four key areas: environment, structure, process and attitude.
- To support the delivery of core output for external relations activities and brand.
- To support Department-wide sprint campaigns delivering the fast turnaround of specific outputs that are measurable and time sensitive.
- To take an evidence-based approach to all areas, contributing to analytics and reporting.
- To act as a brand champion for London College of Communication.
- To work with the wider agile team across the Department and the Business and Innovation team to coordinate effective planning.
- To work collaboratively with and support the External Relations, Marketing, Digital Content and Events and Exhibitions teams as appropriate.
- To develop effective working relationships with colleagues across the College and University and the other Colleges.

General responsibilities

- To represent London College of Communication at relevant profile events.
- To undertake some late evening and occasional weekend work.
- 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.

- Director of Internal and External Relations
- Internal and External Relations Department
- College Management Team
- Business and Innovation Team
- Research Office
- Academic, research and professional colleagues across the College and UAL
- Human Resources
- Information Centre
- Other staff, external partners and suppliers etc with whom regular contact is required.

Specific Management Responsibilities

Budgets: none

Staff: none

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

Person Specification

Specialist Knowledge/ Qualifications	<ul style="list-style-type: none">• Interest in design, media and screen and/or the arts.• Interest in communications, marketing and events.• Relevant administrative, business, communications or marketing qualification (degree or advanced professional qualification) or equivalent experience.
Relevant Experience	<ul style="list-style-type: none">• Relevant experience of working to support an individual or team.• Experience of note and minute taking to a high standard.• Experience of diary management, demonstrating attention to detail.• Experience of administratively supporting a range of projects with minimum supervision.• Experience of working in a busy and pressured work environment.• Preferably experience of working in the education or not-for-profit sector.• Experience of working both independently and collaboratively.
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance.
Research, Teaching and Learning	Uses effective teaching, learning or professional practice to supports excellent teaching, pedagogy and inclusivity.
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.

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