<div align="center">**JOB DESCRIPTION AND PERSON SPECIFICATION**</div>

Job Title: Administrator (Student Support & Progression Project)

Accountable to: Learning and Teaching Development Project Manager

Salary: £14,419 - £17,602 (pro rata £28,839 - £35,205

Contract Length: Fixed term – 12 months

Hours per week/FTE: 0.5FTE

Weeks per year: 52

College/Service: Academic Development & Strategy

Location: London College of Communication

Purpose of Role:

To provide administrative support to the Student Support & Progression Project, working closely with the Learning & Teaching Development Project Manager & Associate Dean, Progression, Attainment & Support

To set up and maintain record systems for tracking, reporting and supporting students' progress, ensuring these are GDPR compliant

To coordinate workflows, meetings and communications to support the effective operation of the Student Support & Progression Project working with academic and professional & administrative teams at cross college level.

Duties and Responsibilities:

1. Deal sensitively and accurately with student information and adhere to GDPR guidelines.

2. Provide administrative support in the establishment of student support & progression project, this includes creating spreadsheets for use by academic teams in supporting students' progression and continuation, arranging meetings with course teams and communicating effectively with academic teams throughout the duration of the project.

3. Provide support in implementing the project including responsibility for arranging room bookings and AV facilities as well as coordinating communications with academic staff, relevant administrators and managers of facilities.

4. Provide administrative support for the duration of the project. This includes: organising Project Board Meetings, clerking at meetings and other meetings as required by the Associate Dean Progression, Attainment and Support and the Learning and Teaching Development Project Manager

5. Maintain comprehensive records to support the project utilising appropriate systems and software, contributing to the development of efficient processes for tracking, monitoring and reporting as part of the University's quality assurance processes.

6. Maintain records and oversee the filing system for the project. This may include providing information for and contributing to the drafting of reports.

7. Undertake staff development appropriate to the role.

8. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.

9. Undertake health and safety duties and responsibilities appropriate to the role.

10. Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
11. 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.
12. 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.
13. 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:

- Associate Dean Progression, Attainment and Support
- The Learning and Teaching Development Project Manager
- The PA/Administrator to the Dean of Academic Development and Strategy
- College-based Administrators teams including LCCs GDPR Information Asset Owners (IAO's) and Local Information Managers (LIMs).
- Academic Course Leaders & Year Leaders
- Colleagues in other student support services, including Outreach, the University Disability Service, Careers & Employability and other areas across the University.
- Students and the Students' Union

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Person Specification

Specialist Knowledge/ Qualifications	• Degree or equivalent qualification • Skills in a wide range of IT platforms, programs and digital media including Excel and social media • Familiarity with - corporate IT applications/databases such as student records, finance, bookings
Relevant Experience	• Experience in providing administrative support to a team • Experience of dealing sensitively with a wide range of data, enquiries and needs • Experience of accurate note/minute taking at meetings • Work or study experience in the cultural/creative sector • Experience of events organisation, marketing or communications (Desirable)
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
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

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