

JOB DESCRIPTION	
Job title: Short Course Assistant	Accountable to: Short Course Senior Coordinator (CCW)
Contract length: Permanent	FTE: 0.8 Two Patterns: 1) Hours per week: 21 Weeks: 24 2) Hours per week: 35 Weeks: 28 (during peak periods such as Christmas, Spring, Summer months)
Salary: £25,061- £29,358.00 pa (pro-rata)	Grade: 2
Service: UAL Short Courses Ltd - Camberwell, Chelsea and Wimbledon Colleges of Arts unit (CCW)	Location: Chelsea College of Arts - John Islip Street, SW1P 4JU
Who are Academic Enterprise? <p>The department of Academic Enterprise (AE) leads the University of the Arts London's third stream income operations and is integral to the University's long term development. Its mission is to increase the amount of income generated by the University from non-core teaching and research activities. It builds on, and includes, the successful UAL Short Courses Ltd (short courses), UAL Awarding Body, Study Abroad, the 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.</p> <p>Academic Enterprise is a successful, growing, department with a combined turnover of £32m in 2018/19, mostly from B2C activities. There are approximately 195 staff working in Academic Enterprise operations in all UAL's colleges as well as central university services. Around 70,000 students study on short courses or qualifications offered by AE business units.</p>	
What is the purpose of the role? <p>This role, based at Chelsea College of Arts Short Courses and working across Camberwell and Wimbledon too (CCW), will assist with the coordination and delivery of the scheduled and customised short courses and special projects. The role will work Monday – Friday on a rota between 09:00 - 18:30, with occasional Saturday shifts between 09:00 –16:00. The hours for the role vary at different times in the year, as described above. It is expected that full time weeks will occur during peak course delivery periods (December, March, April, May, June, July and August) with the exact pattern determined by relevant term dates.</p>	
Duties and Responsibilities <ul style="list-style-type: none"> • 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 necessary. 	

- To assist with the preparation of course 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 short courses.
- 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 for and support the Short Course Administrator and other Short Course Assistant when required.

General

- To perform such duties consistent with your role as may from time to time be assigned to you.
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the 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 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 policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

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

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment):

Last updated: 22/01/20

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. • Background in fashion, arts, design or communications (desirable)
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) • Experience of and understanding of the art and design FE and HE education system. (desirable)
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 detail
Teamwork	<ul style="list-style-type: none"> • Works collaboratively in a team, across the university and with relevant 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 and creativity to investigate and resolve day-to-day problems

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.

Last updated: 22/01/20