

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Business Support Administrator

Accountable to: Business Manager, Fashion Innovation Agency

Contract Length: maternity cover, 6 months in the first instance

Hours per week/FTE: 35 hrs per wk/1.0

Weeks per year: AYR

Grade: 3

Salary: £28,274 pa

College/Service: London College of Fashion / Business & Innovation

Location: London College of Fashion, John Princes Street, WC1

Purpose of Role:

The Fashion Innovation Agency (FIA) at London College of Fashion sits within the Business & Innovation unit and is a growing creative consultancy business at the heart of LCF's enterprise development ambitions. The post holder provides administrative and finance support to the Fashion Innovation Agency team to help ensure the successful delivery of the projects to clients and ensure that UAL processes and protocols are adhered to. As the FIA and enterprise teams also support externally funded projects there is a requirement for accurate and diligent record keeping and reporting and adherence to financial procedures in line with external funders' requirements.

In addition the post holder provides administrative support to the Director of Business & Innovation and the LCF Contracts Manager in the business and contract management requirements of the unit.

Duties and Responsibilities:

- To undertake Finance administration tasks for the Fashion Innovation Agency projects:
 - complete purchase orders and monitor expenditure against relevant project budgets in compliance with UAL's financial procedures and in line with any external project funding requirements.
 - track projects to issue sales invoices, provide credit control and ensure designers/ suppliers are paid promptly.
- To produce letters, reports, presentations and project materials for Fashion Innovation Agency projects including printing, collating and photocopying.
- To liaise with designers and suppliers involved with FIA projects to request or provide information on behalf of the FIA project manager, in support of project delivery and to help meet deadlines.
- To update the FIA website's News and Projects pages ensuring all the information is up to date, and update FIA's social media accounts including Twitter, LinkedIn and YouTube.
- To set up and coordinate meetings and conferences, preparing agendas and taking minutes, and to organise LFW/ LC:M or other events, ticket requests & scheduling of attendance for FIA team members.
- To support conducting research, compile data and prepare papers as requested by management, including data required in support of the Small Business Charter application and other College initiatives.
- To arrange domestic and international travel, accommodation and transfers for staff members and to fulfil visa, safety and cultural requirements of the destination country.
- To maintain and update the database of contacts, maintaining accuracy and relevance.
- To archive documents and maintain procedures for keeping records and filing (hard copy and electronic),

in line with the requirements of project funders and UAL information retention protocols.

- To coordinate the preparation and collection of timesheets for the ERDF matched staff within the Business & Innovation team (FIA staff, Contracts Manager, Director of Business and Innovation) and to maintain accurate monthly timesheets and records of work undertaken.
- To provide administrative support to the LCF Contracts Manager tracking and logging contracts as required and using contractual payment dates to trigger invoicing.
- To support the Director of Business & Innovation with the monthly LCF Enterprise Network Group meeting and any ad hoc meetings, including room booking, ordering refreshments, distribution of papers, taking notes and undertaking follow up actions.
- To monitor the department Consumables budget for the Director of Business & Innovation, tracking expenditure and ensuring that items are correctly coded.
- To assist the B & I team with the organisation of internal and external events such as conferences, seminars and workshops.
- To book meeting rooms, meet and greet visitors, organise refreshments for the Director of Business & Innovation and FIA team, and help give tours of London College of Fashion sites when required.
- To be the central point of contact for Business & Innovation enquiries via the UAL/ LCF website or by 'phone, responding and directing enquiries appropriately to support business development opportunities.
- To deal with correspondence including post and emails and to respond to general queries.
- To maintain the office stationery supplies, monitor stock levels and order supplies when needed.
- To book couriers and deal with despatch/ collection needs in support of FIA project delivery.
- To provide absence cover, as and when necessary.
- 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 Business & Innovation
- Head of FIA
- FIA Business Manager
- LCF Contracts Manager
- Enterprise Projects Manager
- Enterprise Projects Administrator
- CFE ERDF Project Officers
- LCF Finance Team

Specific Management Responsibilities

Budgets: None

Staff: None

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

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Grade: **3**

Person Specification	
Specialist Knowledge/ Qualifications	<p>Educated to undergraduate degree level or with equivalent relevant experience</p> <p>High level of competency in Microsoft Word, Excel and Outlook and use of the web/ internet and social media</p> <p>Interest in fashion, arts, design, communications desirable.</p>
Relevant Experience	<p>Experience of dealing with external suppliers & purchase ordering</p> <p>Experience of following set financial procedures and processes</p> <p>Experience of using a financial package to record and report financial information</p> <p>Experience of dealing with overseas customers</p> <p>Experience of working in a customer focused and/or creative agency environment</p> <p>Experience of managing social media accounts</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups</p>
Student Experience or Customer Service	<p>Provides a positive and responsive student or customer service</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve problems</p>

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.

Last updated: May 2018