

JOB DESCRIPTION		
Job title: Short Course Administrator		Accountable to: Business Manager, Short Courses, LCF
Contract length: Fixed Term 12 months		Hours per week: 35                      Weeks per year: 52
Salary: £24,034		Grade:2
Service: UAL Short Courses Ltd, London College of Fashion		Location: John Princes St
<b>What is UAL Short Courses Ltd?</b>		
<p>Short Courses plays an important part in income generation for UAL, with over 20,000 students undertaking courses spanning numerous subjects and disciplines each year. The courses are designed mostly for beginners, so those preparing for a degree, those looking at changing careers or starting their own business, as well as enthusiastic hobbyists of all ages.</p> <p>The college-based business units operate under the trading name UAL Short Courses Ltd. At London College of Fashion our short course unit trains over 5000 students a year and we offer around 150 different Fashion and Makeup courses, across six central London sites.</p>		
<b>What is the purpose of the role?</b>		
<p>To prepare the tutors start and end packs for all the short courses, ensuring they are at the right sites across London and are accurate. Managing all certificate printing and ensuring packs are returned after the courses. Dealing with customer queries on the phone and in person. Communicating with the facilities team to ensure all students are registered correctly.</p>		
<b>Duties and Responsibilities</b>		
<ul style="list-style-type: none"><li>• Preparing tutor start and end packs</li><li>• Mail merge tutor forms &amp; Labels that need to go into packs</li><li>• Prepare Certificates for all short courses.</li><li>• Prepare Registers for packs &amp; email registers to all sites.</li><li>• Organise distribution of packs to sites.</li><li>• Dealing with student enquires on the phone and face to face.</li><li>• Creating the termly Site Plans using Excel. Ensuring it is distributed to all relevant departments that require this information.</li><li>• Keeping up-to-date with daily changes, ensuring all documents are amended and persons involved notified.</li><li>• Maintain a filing system for completed registers &amp; scan completed registers</li><li>• Deal with requests for replacement certificates.</li><li>• Regular communication with short course team and facilities team regarding where start and end packs are, what is starting and finishing, late bookers etc.</li><li>• Email tutors reminding to pick up packs.</li><li>• Chasing tutors re: returning registers / evaluation forms.</li><li>• Checking and informing Immigration Compliance Team regarding attendance of Non UK / EEU students.</li></ul>		
<b>General</b>		
<ul style="list-style-type: none"><li>• Assume other reasonable duties consistent with your role, which may be assigned to you anywhere within the University.</li><li>• Undertake health and safety duties and responsibilities appropriate to the role.</li><li>• Work in accordance with the University’s Equal Opportunities Policy and the Staff Charter,</li></ul>		

promoting equality and diversity in your work.

- 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.
- 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.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

#### **Key Working Relationships**

- Business Manager
- Short Course Coordinators
- Tutors
- Facilities team

Last updated:10/7/18

**[Include structure chart if available/appropriate]**

PERSON SPECIFICATION	
<b>Specialist Knowledge/Qualifications</b>	<ul style="list-style-type: none"> <li>• Ideally competent in Microsoft Word, Excel and Outlook and use of the web/ internet</li> <li>• Ideally an interest in the fashion or beauty industry and aware of industry and consumer trends</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Ideally some customer service experience</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Delivers excellent customer service - provides a positive and responsive student or customer experience in person or on the phone</li> <li>• Communicates effectively orally and in writing.</li> <li>• Clearly delivers information</li> <li>• Knows when and how to escalate problems</li> <li>• Liaises across sites and gets support from others</li> </ul>
<b>Planning and Managing Resources</b>	<ul style="list-style-type: none"> <li>• Plans, prioritises and organises work to achieve objectives on time</li> <li>• Manages own workload to meet fixed deadlines</li> <li>• Uses resources effectively and with minimal waste</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Supports colleagues to 'get the job done'</li> <li>• Can be trusted to respond quickly to others questions/emails</li> <li>• Works collaboratively in a team and where appropriate across sites and with other colleagues</li> </ul>
<b>Creativity, Innovation and Problem Solving</b>	<ul style="list-style-type: none"> <li>• Uses initiative to solve problems.</li> </ul>

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: 10/7/18