

## JOB DESCRIPTION AND PERSON SPECIFICATION

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|--|---|---------------------------|
| <b>Job Title:</b> Corporate Relations Coordinator    | <b>Accountable to:</b> Director - Innovation and Business |                           |
| <b>Contract Length:</b> Fixed-term<br>(9 months)     | <b>Hours per week/FTE:</b> 35                             | <b>Weeks per year:</b> 52 |
| <b>Salary:</b> £28,839- £35,205 per annum            | <b>Grade:</b> 3   |                           |
| <b>College/Service:</b> CSM/ Innovation and Business | <b>Location:</b> Kings Cross                              |                           |

**Purpose of Role:** To provide administrative and business development support to the Sponsored Student Projects Manager and business development team at Central Saint Martins, University of the Arts London.

### Duties and Responsibilities

#### Support for CSM Corporate Relations

- To be the first point of contact for new client enquiries, ensuring these are maximised by working closely and productively with the relevant business development managers.
- To provide administrative support to the Sponsored Student Projects Manager and business development team including setting up meetings, taking notes, liaising with team members and liaising with the Innovation and Business Operations team.
- To assist with the development and drafting of client proposal materials in consultation with the relevant business development managers and academics, as well as ensuring these are kept up to date, filed appropriately and are easily accessible to the business development team.
- To support the Sponsored Student Projects Manager in delivering sponsored student projects including day to day liaison with academic teams and assisting with client queries, including arranging access to the building for clients, possibly including film/photography crews and liaising with the Estates team as appropriate.
- To assist in the sales process by researching prospective clients, including effective liaison with CSM academic teams and the central university team.
- To assist in the development of an effective stewardship programme for CSM by researching stewardship programmes; developing and maintaining a client database; collating and sharing UAL/CSM Events programme with Enterprise colleagues and Development & Alumni Relations; arranging invitations for clients to appropriate stewardship events.
- To assist with the circulation and approval of press and publicity materials arising from client projects across the relevant internal teams, co-ordinating internal feedback and reporting back to the client in a timely manner.
- To coordinate the CSM Talent Scout service with the department Administration Assistant and have joint responsibility for the day to day running of the service including monitoring and updating the graduate database
- To establish relationships with the External Liaison Co-Ordinators from each academic programme area to encourage communication between the academic programmes and Innovation & Business department

#### Other

- To contribute to both the CSM Innovation and Business team in such a way as to ensure that maximum financial and other benefit is gained from all external clients.
- 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.

- The CSM Innovation and Business team including the Sponsored Student Projects Manager the Director of Innovation and Business, and other business development and operational team members; CSM academic and support staff; Academic Programme External Liaison Co-Ordinators; CSM students.
- UAL Head of University Enterprise Development; Research; College Enterprise Units; Enterprise-active Academic Staff; Finance staff, HR staff and external clients for UAL knowledge transfer and enterprise projects.

**Specific Management Responsibilities**

**Budgets:** None

**Staff:** None

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

Signed \_\_\_\_\_ Date of last review November 2015  
(Recruiting Manager)

**Job Title:****Grade: 3**

| <b>Person Specification</b>                |  |
|--|--|
| Specialist Knowledge/<br>Qualifications    | Undergraduate degree   |
| Relevant Experience                        | <p>Has experience of client facing, sales driven environments including client liaison, administrative support, able to answer colleagues' questions and ability to work independently without direct supervision.</p> <p>Experience in managing small scale events</p> <p>Experience of adapting services and systems to meet customers' needs and identify ways of improving standards and actively promoting the service.</p> <p>Experience of developing working networks, ensuring that the experience of participants is positive and meets their needs.</p> |
| 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 support 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  |