

JOB DESCRIPTION

Job Title: External Liaison Coordinator

Accountable to: Programme Director

Contract Length: Permanent

Hours per week/FTE: 17.5 / 0.5FTE

Weeks per year: 52

Salary: £28,274 - £34,515 pro rata (£14,137 - £17,257)

Grade: 3

College/Service: Central Saint Martins

Location: King's Cross

Purpose of Role:

To support programme teams in the organisation and delivery of outward facing activities (including sponsored student projects and events which have an external profile), ensuring effective communication to internal and external audiences to underpin the growth of such activities.

To act as the focal point of contact and a key channel for communication within the programme for non-academic administration related matters.

Duties and Responsibilities

- To support the Programme Director and Course Leaders with the organisation and facilitation of outward facing activities and their successful delivery, including (but not limited to):
 - a. live client projects (with associated studio activities);
 - b. exhibitions (including work in progress and degree shows);
 - c. job fairs/ portfolio days, job interviews,
 - d. organization of the submission of student and course work for external competitions and exhibitions
 - e. scholarships administration;
 - f. symposia, presentations and other public events.
- To support on-going liaison with relevant external partners in the public and private sectors, linking with Innovation Business and External Relations (IBER) teams as appropriate.
- Working with the Marketing and Communications team provide assistance to programme and course teams in communications related to outward facing activities:
 - a. the drafting of content and preparation of non-course related visual material for use in printed matter and digital channels (e.g. websites, VLEs, intranet, etc);
 - b. liaison with press and media
 - c. the updating and monitoring of social media sites and blogs;
 - d. the preparation of correspondence
- To log and maintain contact information within relevant databases and contact systems; liaising with the Deans' PAs and Marketing and IBER.
- To attend and contribute to all meetings relevant to the role to ensure a co-ordinated, efficient and an effective approach across courses, programmes and College/University services, acting as an effective communications channel.
- To assist with the co-ordination of and preparation for meetings (including externally hosted meetings) with industry clients and other partners; taking notes as required.
- To assist the course team in creating and maintain an audio-visual and text based archive of student work in consultation with the Course teams, and the Head of the College's Museum and Archive.
- In consultation with specialist colleagues, to contribute to the preparation of funding applications to public and private sector organisations.
- 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.

- Programme Director and Course Leaders
- Programme Lead Administrators
- IBER colleagues including: Student Sponsored Projects Manager, Associate Director: Innovation. Events Administrator, Head of Visitor and Event Services Manager, programming team, event publicity assistant and box office staff.
- Marketing and Communications team
- External partners and clients
- UAL departments

Specific Management Responsibilities

Budgets: none

Staff: none

Other (e.g. accommodation; equipment):

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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.

| Person Specification | |
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| Specialist Knowledge/Qualifications | Knowledge and understanding of Performance practices and culture. |
| Relevant Experience | Experience of arts or performance administration or marketing or working in Higher Education |
| 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 |

Last updated: September 2017