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| JOB DESCRIPTION AND PERSON SPECIFICATION | |
| **Job Title**: Business & Innovation Administrator | **Salary**: £18,072 pa  **Hours/FTE**: 35 |
| **Grade:** Apprentice | **Location:** Chelsea College of Arts, London  SW1P 4JU |
| **Accountable to**: Commercial Projects & Events Manager | **Section**: CCW Business & Innovation |
| **Purpose of Job:**   * Provide administrative support to the Business and Innovation Team, including financial, legal and office management support. * Working with the CCW Student Sponsored Projects Co-ordinator, contributing to B&I on-line presence through social media and websites. * To oversee the College Flat administration. | |
| **Duties and responsibilities** Administration  * To handle telephone and email enquiries for B&I department. * To ensure that the office is equipped and maintained to provide an efficient working environment and effective administrative processes. * To support the booking system for the College/s Flat, processing enquiries and logistical arrangements for booking guests, liaising with others as appropriate. * Developing and supporting venue hire across all three sites, including logistics, contracts, invoices and client liaison. This includes, site visits and client project meetings as required. * To complete and maintain HEIF and HEBCIS Data Return spreadsheets, capturing all CCW B&I activity as required. * To process sales and purchases, and produce and disseminate documentation relating to those sales, banking, refunds and assist with budget monitoring alongside central finance teams. * Working with other team members ensure all contracted staff, Arts Temps and Students are paid on time, ensuring employer data is correct and appropriate liaison with payroll services. * To work with the Financial Administrators and the University’s Central Finance Services, ensuring all paperwork is in the appropriate form. * To ensure that financial protocols are adhered to, requisitions approved and authorised and financial records are maintained. * To ensure client, event files, database and room-booking systems are kept up to date including relevant future actions.   **Communication**   * Be main point of contact with clients from enquiry through to activity, ensuring high quality of customer service at all times and regular communication. * To work closely with the CCW timetabling team, Estates, security as appropriate to ensure suitable availability for hiring. * With CCW SSP Co-ordinator, work closely with Academics and students about confirmed projects to ensure key dates and deadlines are being adhered and met.  Marketing  * Assist and be proactive around marketing activities and research, open to new leads for business development. * To maintain and develop the Business and Innovation Teams database for enquiries and outcomes. * Working with other identify potential new markets through market research. * To assist in the development and day to day running of the website and social media.  To organise targeted campaigns under the direction of the B&I team, to existing customers and potential new clients. **Other**   * To assist in the management of events as required, liaising with internal and external clients as necessary, which may involve a presence on site either evenings or weekends. * To comply to health and safety legislation at all time and undertake health and safety duties and responsibilities appropriate to the post. * To have an operational knowledge of running events to offer solutions to problems under supervision. * Perform such duties consistent with your position as may from time to time be assigned to you from anywhere within the University. * Have a commitment to the University of the Arts London’s Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of this post. * A commitment to your own development through effective use of the University’s appraisal scheme and staff development processes | |
| Resources Managed Budgets: None  Staff: None  Other (e.g. accommodation; equipment): | |

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| Person Specification | |
| Specialist Knowledge/ Qualifications | Interest in art, communication and design  Knowledge and experience of Microsoft products and DTP packages  Database management  Office management and administration, including purchase ordering and sales ledger  Wide knowledge of Financial Administration Use of email and the internet Health and Safety awareness |
| Relevant Experience | Experience of working in a busy marketing and customer focused environment |
| Communication Skills | Communicates effectively orally, in writing and/or using visual media. |
| Planning and Managing Resources | Plans, prioritises and organises work to achieve objectives on time |
| Teamwork | Works collaboratively in a team 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 day-to-day-problems |