

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Business & Innovation Administrator

Salary: £18,072 pa

Grade: Apprentice

Hours/FTE: 35

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	<p>Interest in art, communication and design</p> <p>Knowledge and experience of Microsoft products and DTP packages</p> <p>Database management</p> <p>Office management and administration, including purchase ordering and sales ledger</p> <p>Wide knowledge of Financial Administration</p> <p>Use of email and the internet</p> <p>Health and Safety awareness</p>
Relevant Experience	<p>Experience of working in a busy marketing and customer focused environment</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 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 day-to-day-problems</p>