ART ACADEMY LONDON

JOB TITLE: Public Programme Administrator
JOB TYPE: Part time, 20 hours per week; possibility for full time role from September 2022
SALARY: £23,000 pro rata
HOURS: 9:30 am –1:30pm; 4pm – 8pm evening support – 1 week per term (4 terms per year)
CONTRACT TYPE: Permanent
LOCATION: Art Academy London, 165a Borough High Street, London SE1 1HR
ACCOUNTABLE TO: Public Programme Manager
CLOSING DATE: Monday 9th May 2022, midday

MAIN PURPOSE OF THE POSITION

The Public Programme Administrator will work with their line manager, the Public Programme Manager, and the Public Programme Coordinator to facilitate the delivery of a high-quality programme of fine art courses by Art Academy London (AAL). They will assist with the planning and delivery of public courses and any public facing activities and undertake administrative work relating to the tutors, students and models involved in these courses. One of their main responsibilities will be providing administrative support for our Young Artist courses, as well as assessing any SEND needs and providing support as necessary.

PRINCIPAL FUNCTIONS AND RESPONSIBILITIES

Curriculum and Courses
- Managing the bookings for all students enrolled on Public Courses at AAL
- Responding to enquiries from Public Courses students
- Working with the PPM (Public Programme Manager) to ensure the smooth running of all Public Courses, including the booking of tutors
- Managing the booking of models for all Public Courses at AAL; registering and dealing with new model enquiries; maintaining a good relationship between models and AAL
- Preparing documentation for publishing Public Courses online; keeping engaged with courses published on the website and ensuring information is correct and up-to-date
- Administering AAL's detailed Public Courses timetables
- Working with the PPM to ensure curriculums for all Public programmes (including Team events, and any other public facing projects) are in place, including liaising with, and soliciting relevant documentation from, the department Coordinators and Tutors and preparing component sheets for all Public Courses

- Working with the Operations Coordinator to ensure the correct and timely provision of materials and equipment to support AAL courses
- Ensuring office and studio supplies are available by liaising with the Operations Coordinator and Academic Administrator

Young Artists Courses
- Managing bookings for Young Artists courses; ensuring all required documentation is collected in good time
- Communicating with tutors and other members of staff (as appropriate) regarding any course and student information
- Assessing any SEND needs and providing support as necessary
- Responding and dealing with any SEND issues raised
- Availability for duration of Easter and Summer School

Students and Quality
- Working with the Public Programme team to ensure the quality of all Public Courses and the pastoral care of Young Artist students, by attending to their general welfare, including resolving administrative student and tutor issues and passing any other issues to the PPM or other members of staff (as appropriate)

Budget
- Administering relevant Public Courses areas of the AAL's budget backsheets
- Processing payments and refunds
- Documenting models' payment schedules
- Keeping financial records of cash payments

Other
- Assist with other tasks, as required, to ensure the smooth running of AAL

PERSON SPECIFICATION

Essential Experience
- Experience of administrative systems.
- Experience of IT systems including familiarity with Google Drive Suite.
- Experience of working in a customer-facing role.
- Familiar with GDPR policies and regulations.

Essential Skills
- Highly organised in the management of their own work.
- Completed SEND training or willingness to undertake SEND training
- Good at managing their time.
- Able to manage systems and processes to ensure the quality and efficiency of the AAL's course delivery.

- Able to create and manage efficient systems and processes to improve the quality and efficiency of AAL's course delivery.
- A good problem solver, able to resolve any problems they encounter in their own work and the work of those they are supervising.
- Adaptable and flexible, able to respond positively to the changing demands of a dynamic organisation with a small staff body.
- Good team player, able to work supportively and responsively with other members of staff, tutors, managers and students.
- Numerate and have good written English.
- Good general IT skills.
- Confident, outgoing and approachable, whilst understanding when they need to be sensitive and discreet in dealing with students.
- Helpful and positive in dealing with members of the public, staff and students, including having patience when dealing with enquiries and questions.
- Willing, on occasion to work flexible hours as needed to cover evening or weekend events at AAL

Desirable Experience
- Experience of working either in the art world or in an educational institution is desirable.
- Knowledge of MS Office and WordPress administration. Experience with CRM systems is welcome
- Previous H&S and Fire Warden training is welcome.

To apply please send a CV and cover letter outlining ways in which you meet the essential skills and requirements for the role and including references to jobs@artacademy.org.uk. Applications without a cover letter will not be considered.