

Art Academy

JOB TITLE:	Public Programme Administrator
CONTRACT TYPE:	Part Time, 22.5 hours a week, Permanent
ACCOUNTABLE TO:	Public Programme Manager
HOURS:	9:00am - 5:00pm with daily 30 min break (days to be agreed) evening support – 1 week per term (4 terms per year)
SALARY:	£25,642.50 (pro rata) per annum
LOCATION:	185 Park Street, London SE1 9SH

CLOSING DATE FOR APPLICATION: Thursday 8th August at Midnight

INTERVIEW DATE: Monday 12th August 2024

START DATE: ASAP

ABOUT US

The Art Academy is a young and innovative art school offering courses that are designed and delivered by expert practising artists. The organisation is at one of the most significant junctures in its development as it moves into its new, state of the art, campus on Bankside, just behind Tate Modern. The move to the new premises opens up opportunities for the Academy to attract new audiences for its Public Course offer. The Public Programme Administrator will support the Public Programme Manager in growing the public programme.

The Academy is an equal opportunities employer and recognises that a diverse workforce can enhance creativity and innovation in the workplace. As such, we welcome applications from a diverse range of backgrounds.

WHAT WE OFFER

- An exciting role in a young and dynamic organisation with opportunity to make a real impact by growing the role
- Emphasis on professional development with close support from the wider team and organisation-wide knowledge sharing
- London Living Wage salary, pension and 20 days annual leave plus bank holidays and Christmas
- Opportunity for flexi-working
- Comprehensive Employee Assistance Programme to promote physical and mental wellbeing
- Free spaces on evening, weekend and short courses, where spaces are available

MAIN PURPOSE OF POSITION

The Public Programme Administrator will work with the Public Programme Manager and the Public Programme team to facilitate the delivery of a high-quality programme of fine art courses by the Art Academy. They will assist with the planning and delivery of public courses and undertake administrative work relating to the tutors, students and models involved in these activities. In addition to providing administrative support for Public courses, the postholder's responsibilities will include providing

administrative support for our Young Artist courses (including assessing any SEND needs and providing support as necessary), and providing administrative support for the Corporate Team Building offer.

PRINCIPLE FUNCTIONS & RESPONSIBILITIES

They will:

Curriculum & Courses

- Administer the bookings for all students enrolled on Public Courses at the Art Academy
- Respond to enquiries from Public Courses students with the Public Programme Team
- Manage the shortcourses@ email inbox with the Public Programme Team
- Work with the Public Programme Manager (PPM) to ensure the smooth running of all Public Courses
- Work with the Public Programme Team to ensure the publishing of courses by term in a timely manner
- Administer the booking of models for all Public Courses at the Art Academy, registering and dealing with new model enquiries and maintaining a good relationship between models and the Academy
- Prepare documentation for publishing Public Courses online, monitoring courses published on the Academy's website and ensuring information is correct and up-to-date
- Administer the Art Academy's detailed Public Courses timetables
- Work with the PPM to ensure curriculums for all Public programmes (including Team Building Sessions, and any other public facing projects) are in place, including liaising with, and soliciting relevant documentation from tutors and preparing course documents for all Public Courses
- Work with the Operations Team to ensure the correct and timely provision of materials and equipment to support Academy Public courses
- Support the PPM with the running of the Academy's Outreach Programmes

Team Building Corporate Sessions

- Support the PPM with the running of the Academy's Team Building Sessions
- Oversee the inbox and enquiry forms from prospective clients
- Book tutors, models and spaces for sessions
- Create and sending contracts to booked clients
- Liaise with the Finance team to ensure invoices are sent and paid for
- Collect feedback from tutors and clients after the session

Young Artist courses

- With the Public Programme Team, administer bookings for Young Artist courses ensuring all required documentation is collected in good time
- Communicate with tutors, parents and other members of staff (as appropriate) regarding any Young Artists courses and student issues

- Respond to and deal with any SEND issues raised, coordinating appropriate support, ie Teaching Assistants
- Be available for the duration of Easter and Summer School

Students and quality

- Work with the Public Programme team to ensure the quality of all Public Courses
- Attend to the welfare of Young Artist students,
- Resolve administrative student and tutor issues and pass any other issues to the PPM or other members of staff (as appropriate).

Budget

- With the Public Programme team, administer relevant Public Course areas of the Academy's budget backsheets
- Process payments and refunds
- Approve models' payment schedules
- Keep financial records of cash payments where necessary

Other

- Support administrators from other teams, providing cover for absence as required.
- Assist with other tasks, as required, to ensure the smooth running of the Academy

PERSON SPECIFICATION

Essential Experience

- Experience of admin and of working in a customer-facing role
- Experience of IT systems including Google Drive Suite, and ideally with CRM systems
- GCSE in Maths and English, or equivalent
- Familiarity with GDPR and its regulations

Essential Skills

- Highly organised
- Exceptional time management
- Excellent communication skills, both written and verbal
- Able to manage systems and processes to ensure the quality and efficiency of the AAL's course delivery.
- A good problem solver
- 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 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.