

Art Academy

JOB TITLE:	Academic Systems & Support Administrator
ACCOUNTABLE TO:	Academic Programme Manager
HOLIDAY:	20 days per year, plus bank holidays
SALARY:	£25,643
CONTRACT TYPE:	Permanent, Full Time, 37.5 hours per week (Mon & Fri)
LOCATION:	165a Borough High Street, London SE1 1HR and 185 Park Street London SE1 9SH

ABOUT ART ACADEMY

The Art Academy is an innovative art school and charity in central London, founded by artists, in 2000. We believe everyone should have access to high-quality art education, with no financial, physical, or practical barriers. 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.

MAIN PURPOSE OF POSITION

The Academic Systems & Support Administrator will help to administer and facilitate the smooth running of all Academic programmes at the Art Academy. In order to fulfill their duties, they will need an understanding of the art world and some knowledge of the wide variety of processes and techniques employed in the creation of works of art and keep up to date with information about the Academy's courses and other activities. They may be asked to assist with other course administrative duties as required by other members of staff.

PRINCIPAL FUNCTIONS AND RESPONSIBILITIES

Programme & Course Administration

- Shared responsibility for administering and updating all class registers;
- Assist with academic programme and course administration, including (but not limited to) course and programme documents, module assignment briefs, assessment documentation and transcripts, tutorial schedules and other timetables;
- Administer the student feedback system, including tracking response rates and collating data;
- Record student presentations;
- Provide support and cover, as required, to assist in the recruitment, booking and payment of models for all the relevant Academy academic courses/ programmes.

System Administration

- Administer data collection relating to course bookings and student records, including the compiling of statistical data relating to Academic students;
- Shared responsibility for overseeing the efficient and effective functioning of academic records and workflows within the Academy's CRM (database) system; escalating issues with relevant staff or third party developers and the CRM working group as appropriate;

- Ensure that all student, tutor and model data held within the CRM is accurate, up to date and complies with the Academy's GDPR and data retention schedules;
- Be a member of, and represent the Academic department's interests, at the Academy's CRM working group;
- Maintain data related to students in line the Academy's GDPR policy;
- Administer the Academy's data retention schedule in relation to the Academic Department;
- Sit on and represent the Academic department's interests at the Academy's CRM working group;
- Administer the Academy's student and tutor email system (Gmail);
- Administer dyslexia screening test allocation and collate results;
- update public facing policy and other documentation on the Academy's website, as required;
- Update content on the Academy's website, as required;
- Specific responsibility for their personal email account and shared responsibility for the academic email inboxes.

Departmental Administration

- Prepare and send invites and agendas for, and take minutes at, panel, committee and board meetings, as required;
- Assist with academic events, such as Open Days, Induction Week, the Graduation Ceremony and the Graduate Show, including with their set up, running and administration.

Tutors

- Act as a point of contact for tutors, providing information and assistance or passing on enquires, as appropriate;
- Provide technical support to tutors for the Academy's academic systems (CRM, VLE, GSuite, GMail, library and online learning resources);
- Provide technical and other support to tutors as required in setting up classes, presentations and other facilities needed for their teaching provision.

Students

- Act as a point of contact for students, providing information and assistance or passing on enquires, as appropriate;
- Provide technical support to students for the Academy's academic systems (VLE, GSuite, GMail, library and online learning resources);
- Contact students as required;
- Answer enquires about programmes and courses from prospective students (via email, phone and chatbots).

VLE

- Update the Academy's VLE (Moodle) content and setting up programme, course and other pages, working with other members of the Academic Team and tutors, as appropriate;
- Ensure the effective running of the Academy's VLE (Moodle), working with third party service providers to troubleshoot and resolve issues as they arise and to implement upgrades as required;
- Provide support for staff in relation to the Academy's VLE.

Library

- Shared responsibility for maintaining the physical library;
- Purchase items as instructed and update the Academy's online cataloging system;
- Facilitate the reservation of books for students, tutors and staff.

Front of House

- Work with the Academy receptionist and administrators to ensure the front of house/reception is effectively operated during nominated hours, providing cover where needed

Other

- Work cooperatively with other Academy staff members at all times, as well as undertaking any training and/or CPD required to ensure the effective delivery of all responsibilities outlined in the job description
- Undertake any other duties as may be required to ensure the quality of the student experience and the smooth-running of the Academy's programmes and courses the Academic Department and office; as such the post holder will be expected to carry out any other duties that may reasonably be required in line with their main duties .

Please note that the successful candidate will be required to undergo an enhanced DBS check.

PERSON SPECIFICATION

Essential Knowledge & Experience

1. Proficient level of English and Mathematics
2. Experience of handling phone enquiries
3. Experience of administrative systems
4. Work experience in and/or knowledge about the art world and/or educational institution
5. Experience of IT systems including familiarity with excel, word and database systems
6. Experience of working with members of the public

Essential Skills

1. You will be highly organised in the management of your work.
2. You will be good at managing your time.
3. You will be able to administer the systems and processes that support the Academy's course delivery.
4. You will be a good problem solver, able to resolve problems you encounter in your own work and help resolve problems encountered by students and the public.

5. You will be adaptable and flexible, able to respond positively to the changing demands of a dynamic organisation with a small staff body.
6. You will be a good team player, able to work supportively and responsively with other members of staff, tutors, managers and students.
7. You will be numerate and have good written English.
8. You will be confident, outgoing and approachable, whilst understanding when you need to be sensitive and discreet in dealing with students.
9. You will have a helpful and positive attitude in dealing with members of the public, staff and students and be patient when dealing with enquiries and questions.
10. You will, on occasion, be willing to work flexible hours as needed to cover evening or weekend events at the Academy.
11. You will have an understanding of art and some knowledge of the wide variety of processes and techniques employed in the creation of works of art.

Desirable Knowledge & Experience

1. Familiarity with Mac OS, G Suite and Moodle.