

Art Academy

JOB TITLE:	Short Course Manager
RESPONSIBLE TO:	Director of Programmes/ Director of Quality & Student Experience
RESPONSIBILITY FOR:	Short Course Coordinator Short Course Administrators
JOB TYPE:	Full time 37.5 hrs/week
HOURS:	Monday - Friday, varied.
CONTRACT TYPE:	Permanent
LOCATION:	Bankside Campus, 185 Park Street, 9BL
SALARY:	£34,000 per annum, depending on experience

MAIN PURPOSE OF ROLE

The Short Course Manager has responsibility for the effective running of the Academy's Short Courses provision (evening, weekend, Easter and Summer), together with its Outreach activities. They will lead with the planning, delivery and sales of Short Courses and oversee Outreach activities. They will line-manage the Short Course team in these tasks.

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 having recently moved into its new, state of the art, campus on Bankside, just behind Tate Modern. The move to the new premises has opened up opportunities for the Academy to attract new audiences for its Public Course offer as well as to grow its Outreach work. The Short Course Manager will take a lead role in expanding these areas of activity.

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
- Competitive salary, pension and 25 days annual leave plus bank holidays and Christmas
- Comprehensive Employee Assistance Programme to promote physical and mental wellbeing
- Free spaces on evening, weekend and short courses, where spaces are available
- Free spaces on Young Artist courses (12 - 17 years) for those with parental responsibilities (reasonable use)

- Opportunity to participate in a cycle to work scheme

PRINCIPAL FUNCTIONS AND RESPONSIBILITIES

Curriculum & Courses

- Schedule and manage the Short Courses curriculum and timetable, liaising with and soliciting relevant documentation from tutors.
- Work with the Short Course team to ensure all documents are up to date and available in a timely manner on the Academy's shared drive.
- Ensure appropriate tutors and models have been booked, creating and sending tutor work agreements and contracts
- Organise and participate in 'Meet and Greets' at the start of each new term, to ensure the successful induction of students
- Work with the Short Course team to liaise with the Head Technician to ensure appropriate set up for classes and the correct and timely provision of materials and equipment
- Induct new Short Course tutors and work with the Academic Programme Manager in supporting their professional development
- Manage the Short Course students' CRM and communication with the students

Marketing & Sales

- Manage the uploading of all Short Course documentation onto the Art Academy website, ensuring information is of the highest quality and remains current.
- Work with the Marketing team to plan and manage marketing materials and activities related to Short Courses.
- Organise and ensure the smooth running of Open Days/Evenings to promote Short Courses
- Administer and track the Art Academy's Short Course Sales, reporting weekly
- Analyse sales trends, make projections and react to market changes.
- Use data analysis to inform and grow the Short Course offer as per targets and KPIs.
- Ensure the short course and outreach pages on the Academy's website are up to date and compliant with data protection regulations.

Quality Assurance

- Oversee the collation of termly student feedback and manage the distribution of feedback to tutors, following up on concerns and issues as appropriate
- Meet with Heads of Department to provide and facilitate feedback, both from and to tutors
- Monitor and maintain the quality of Public Course teaching and provision, in liaison with the Director of Programmes and Director of Quality & Student Experience.

- Review Short Course student feedback. Work with the Academic Programme Manager, Operations team and Short Course team to ensure relevant and appropriate actions are taken in response.
- Deal with the resolution of complaints in a timely and appropriate fashion
- Collate ED&I and other participant data from short courses and outreach activities.

Budget

- Plan the annual budget for Short Courses, in consultation with the Executive Team.
- Manage the Short Course and Outreach budgets.
- Organise tutor contracts for services

Team Building

- Work with the Development Coordinator, advising on appropriate tutors to run Corporate Team Building Sessions.
- Book tutors for Team Building sessions and liaise with them about the content of the day.
- Ensure Tech Req forms are completed for Team Building sessions.

Outreach

- Be a member of and work with the Access Participation and Outreach Committee to develop the Academy's Outreach activities.
- Liaise with tutors and external clients in the development and delivery of Outreach activities.
- Identify potential new clients who might benefit from the Academy's Outreach activities, liaising with them to discuss their needs and the Academy's offer.
- Oversee the annual Outreach exhibition
- Collate data on Outreach activities

Young Artists

- Programme Young Artist courses for Easter and Summer Schools; ensuring all required documentation is collected in good time
- Ensure that any support requirements/ medical information relating to Young Artists is followed up, shared and actioned as appropriate.
- Respond to and deal with any SEND issues raised, liaising with the Safeguarding Lead
- Ensure relevant safeguarding training and DBS checks for Young Artist tutors and teaching assistants are completed
- Provide pastoral support to Young Artists as necessary.
- Ensure that scholarship applications for Young Artist courses are issued and tracked appropriately
- Collate data on the Young Artist programme
- Be available for the duration of Easter and Summer School

Line Management & Other

- Create and send regular tutor newsletters to update tutors with any changes, news or opportunities
- Line-manage the Short Course Coordinator and Administrator. Hold regular 1:1s and team meetings, and set objectives
- Hold annual appraisals and/or probation reviews for line reports
- Schedule and chair regular cross department meetings, including the General Manager Meetings with the Academic Programme Manager, Office & Facilities Manager and the Executive Team
- Act as first point of contact in emergency situations, for example in relation to tutor and model cover (shared duty with the Short Course Coordinator out of office hours).
- Ensure that the Evening & Weekend Duty officers have relevant training and regular briefings (with regard to short courses) to enable them to oversee short course delivery functions.
- Ensure data relating to Short Courses, Outreach and Team Building is stored and retained to meet data protection regulations and the Academy's Data Retention & Disposal schedule
- Update Short Course related policy documentation as required.
- Assist or fulfil any other tasks, as may be reasonably required to ensure the smooth running of the Academy

PERSON SPECIFICATION

Essential Experience

- Experience in adult/ leisure education or similar
- Experience of customer service/ working with members of the public
- Experience of using data analysis to inform planning
- Experience of budget management
- Line management experience
- GCSE in Maths and English
- Familiarity with data protection/ GDPR and its regulations
- Experience of IT systems including GDrive and CRM systems

Essential Skills

- You will have an interest and knowledge of Art and a passion to organise the most exciting Short Course offer.
- You will be highly organised in the management of your own work
- You will have excellent communication skills, written and verbal
- You will be able to effectively manage systems and processes to ensure the quality and efficiency of the Academy's course delivery

- You will be able to create and manage efficient systems and processes to improve the quality and efficiency of the Academy's course delivery.
- You will be an excellent problem solver, able to resolve issues you encounter in your own work and the work of those you are supervising.
- You will be adaptable and flexible, able to respond positively to the changing demands of a dynamic organisation with a small staff body.
- You will be a good team player, able to work supportively and responsively with other members of staff, tutors, managers and students.
- You will be numerate and have good written English.
- You will be confident, outgoing and approachable, whilst understanding when you need to be sensitive and discreet in dealing with students.
- You will be helpful and positive in dealing with members of the public, staff, tutors and students, including having patience when dealing with enquiries and questions.
- You will work flexible hours, working with members of the Short Course team to ensure someone is present until 6.30 pm on weekdays when classes are running. You may on occasion need to cover evening or weekend events at the Academy.

Desirable

- A degree in Fine Art