



# PUBLIC PROGRAMME ADMINISTRATOR

**Reports to:** Public Programme Manager

**Contract:** 1 year Fixed-Term, Fulltime (5 days a week)

**Hours:** *During term time:*

Tuesday to Fridays (09.30am – 6.30pm) and Saturdays (09.00am – 5.30pm)

*Out of term time:*

Monday to Fridays (09.30am to 5.30pm)

**Location:** Shoreditch Campus, but may be asked to work from other venues

## Overall job purpose

To assist and support the Public Programme Manager in the running and delivery of an innovative and well organised Public Programme. The role of the administrator is to administer the day-to-day running of the Public Programme, liaising with technicians, tutors, models and students across venues to ensure classes are run efficiently.

## Student liaison

- Act as first point of contact for the public, answering queries from new and existing public students via phone, email or in person about courses, concessions and events
- Refers escalating matters to the Public Programme Manager
- Encourage and advise potential participants on which course is best for them according to personal need
- Give tours of studios when necessary to potential public programme participants
- Offer tech support to Online Students in accessing platforms such as Padlet and Zoom.

## Model liaison

- Assist Public Programme Coordinator in organising a replacement if there is a cancellation.
- Assist the Public Programme Coordinator in collating new model's paperwork and ensuring records are kept correctly online

## Course Administration

- Add new course and event information to the booking system to ensure all course content and event information is up to date and correct
- Create Zoom Meetings for all Online courses.
- Create Padlet Noticeboards and Galleries for each individual course and ensure all tutors and students have appropriate access and editing rights.
- Assist the Coordinators in sending Fact Sheets to students on in-person courses
- Assist the Coordinators in sending Online Material lists, Handbooks, and joining instructions to students on Online courses.
- Assist Coordinators in giving in-depth Health and Safety talks to in-person courses and

welcome talks for each online course.

- Liaise with tutors teaching Online to help with technical issues on a regular basis.

### **Drawing Intensive Programme**

- Assist the Public Programme Coordinator in administering the programme: booking students on to courses, managing the in-take of payments, ensuring students fill in correct paperwork and receive the handbook

### **Studio Health & Safety**

- Support Studio Technicians with urgent set up needs
- Ensure studios are properly setup for courses and lectures, ensuring registers and model set up are in order
- Maintain and develop libraries at Public Courses venues
- Ensure all Health & Safety measures and procedures are followed, in-line with H&S policy

### **Sales**

- Process student concession applications and course payments, online, over the telephone and in person
- Assist the Coordinators in monitoring course availability throughout term to fill remaining places
- Take Paper Payments during the in-house courses

### **Marketing**

- Ensure an up-to-date bank of images is kept for all classes, holiday classes and events using the Schools' camera when appropriate
- Ensure that new procedures for taking photos of courses are followed in line with the School's Data Policy and Procedures.

### **Office Administration**

- Follow financial procedures weekly/monthly for all payments
- Input student data and update records on the School's database
- Maintain accurate and confidential records in line with data protection requirements.
- Create and update registers for classes

### **Safeguarding**

- Support the implementation of the charity's safeguarding policies and procedures and help ensure that courses are delivered in accordance with safeguarding requirements.
- Act appropriately on any safeguarding concerns, reporting them promptly to the designated safeguarding lead (DSL).

### **EDI**

- Support the implementation of the charity's EDI policies, objectives, and action plans.
- Ensure administrative processes and communications are accessible and inclusive.

### **Other**

- Cover building reception (lunchtime and ad hoc hour) when normal cover is on leave

## Person Specification

- 1-2 years' administration experience in arts/education /sales
- Excellent knowledge of: Microsoft Office (Outlook, Word, Excel, PowerPoint)
- Excellent people skills dealing with public
- Informative, unflappable, helpful and friendly persona dealing with student queries
- Clear communication skills, written and verbal, able to liaise with people at all levels
- Ability to multitask
- Comfortable working with CRMs, Database and Booking System software (Hubspot experience ideal)
- Enthusiastic and hardworking
- Meticulous attention to detail
- Motivated, flexible and adaptable approach
- Ideally have an interest in the art world and or arts education

This job description sets out the duties of the post as at present. Such duties may vary from time to time without changing the general character of the duties or the level of responsibilities entailed.