

MOUNTVIEW

Job Description

JOB TITLE:	Programme Manager
RESPONSIBLE TO:	Senior Programme Manager
RESPONSIBLE FOR:	Student Services Assistant
WORKS CLOSELY WITH:	Director of Academic Affairs & Head of Undergraduate Performance Heads of Programme and Discipline Registry Services Team Marketing Team Facilities Team Other Academic and Administrative Staff Students and Student Representatives

ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools, developing the next generation of creative artists. We are passionate about providing access for all into the creative professions, regardless of background or income, through innovative contemporary training, industry-focused professional development and an ambitious programme of new and established work.

As Mountview continues to grow in profile and expand its reach, construction is nearing completion on our exciting new home – a purpose-built school and arts facility in Peckham, the vibrant heart of Southwark, boasting two new theatres, a range of public spaces available for hire and an evening and weekend community academy.

MAIN PURPOSE OF POSITION

The Programme Manager is a key member of Mountview's administrative team. Reporting to the Senior Programme Manager, the post holder is responsible for ensuring the effective operation and efficient administration of the academic programmes, and for the provision of a professional and proactive support service to staff, students, prospective students and visitors.

KEY RESPONSIBILITIES

Programme Management

- Ensure the effective operation and efficient administration of the academic programmes.
- Coordinate and update programme timetables and room bookings, in consultation with the Senior Programme Manager.
- Support the allocation of teaching and other resources across the academic programmes, in consultation with the Senior Programme Manager.
- Ensure timely communication with staff and students regarding operational issues affecting the academic programmes.
- Support the development of procedures and systems associated with the capture, processing, management and reporting of student-related data.
- Support the contracting, induction and payment of freelance and sessional staff across the academic programmes.

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- Take line management responsibility for the Student Services Assistant.

Academic Administration

- Ensure provision of a professional and proactive support service to staff, students, prospective students and visitors, ensuring that all enquiries, operational matters and student welfare issues are dealt with promptly and appropriately, and managing the office services budget.
- Help ensure that course handbooks are accurate and up-to-date and made available to students in a timely and efficient manner.
- Help ensure student attendance, including preparing and collecting class registers and collating attendance records.
- Support the student assessment process, including preparing assessment information for staff, collecting and collating mark sheets and report forms, distributing assessments to students and answering queries, and ensuring that all relevant policies and guidelines are adhered to.
- Support the organisation and administration of programme meetings, including student rep and annual monitoring review meetings, and exam boards and boards of study.
- Provide administrative support for annual monitoring review procedures, ensuring that quality assurance processes are followed and providing course evaluation statistics as required.
- Support the collation of documentation for visits by validating and accrediting bodies, including UAE, Trinity, CDMT, QAA and Ofsted.
- Support the Registry and Marketing teams in managing arrangements for graduation ceremonies and the conferment of awards.

Recruitment and Admissions

- Support the Senior Programme Manager and the Registry team to ensure effective recruitment and admissions processes and adherence to published deadlines for academic programmes.
- Support organisational arrangements for the induction and orientation of new students, helping to ensure that deposits and fees are collected and processed.
- Support the Marketing team in promoting Mountview as required.

Health and Safety

- Help ensure that teaching spaces are clean, safe and fit for purpose at all times, reporting issues to the Facilities team as necessary.
- Support the Senior Programme Manager in ensuring adequate First Aid provision across Mountview, including acting as a First Aider/undertaking First Aid training as required.
- Attend and contribute to Mountview's Health and Safety Committee as required.

Other Duties

- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Educated to degree level or beyond, or have equivalent professional qualifications or experience.
- At least two years' experience in a management capacity in a relevant administrative role.

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- Familiarity with use and development of IT to support student administration and services.
- Proven track record of working in a busy and demanding office environment, including experience of managing a complex and varied workload.
- Demonstrable experience of maintaining attention to detail and providing assured accuracy whilst working under pressure and meeting strict deadlines.
- Demonstrable experience of committee administration, servicing and organising meetings, production of agendas and minutes etc.
- Proven track record of diplomacy and working effectively with a wide range of people.

Skills and Abilities

- Excellent time management and organisational skills, with ability to multitask, prioritise and problem-solve.
- Excellent written and verbal communication skills, including good telephone manner and ability to present well in person.
- Positive and outgoing approach to customer service.
- Ability to work as part of a team, and to stay motivated and use own initiative when working alone.
- Ability to exercise integrity and discretion in dealing with sensitive and confidential matters.
- IT-literate and highly proficient in using Microsoft Office, including Outlook, Word, Excel and Access.
- Knowledge of, and strong commitment to, promoting equality and diversity issues and ability to apply this knowledge in practice.

Personal Qualities and Attributes

- Interest in the arts and/or education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to own professional development.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the General Data Protection Regulation (GDPR), and must abide by any GDPR related policies and procedures.

Mountview is based currently at Wood Green, London N22, but will relocate all its operations to new premises in Peckham, London SE15, in September 2018.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

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TERMS AND CONDITIONS

- Salary:** Circa £28-30K per annum, depending on experience.
- Contract:** Permanent, full time.
- Hours:** 40 hours per week, normally 9am to 6pm Monday to Friday, with a 1 hour unpaid lunch break each day. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.
- Holiday:** 28 days in the first year, including bank holidays, pro rata, rising with length of service thereafter.

CLOSING DATE

The closing date for completed applications is **Thursday 12 July at 9am**.

INTERVIEWS

Interviews are expected to take place in the week commencing **Monday 16 July**.

HOW TO APPLY

Please send a **covering letter** stating why you are interested in the post and your current salary, along with the **completed application form** by email (preferred) to alistairowen@mountview.org.uk or by post to Alistair Owen, HR Administrator, Mountview, Clarendon Road, London N22 6XF. All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer.