

# MOUNTVIEW

## Job Description

<b>JOB TITLE:</b>	<b>Student Services Administrator</b>
<b>RESPONSIBLE TO:</b>	<b>Programme Manager</b>
<b>WORKS CLOSELY WITH:</b>	<b>Senior Programme Manager Registry Services Team Marketing and Development Team Venue and Estates Team Academic and Administrative Staff Students and Student Representatives</b>

### ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools. We offer professional vocational training at Foundation, Undergraduate and Postgraduate level in performance and production arts, alongside evening, weekend and holiday classes for all.

We present around 28 productions across the year including classic plays, new writing and musicals, and our studios, meeting rooms, theatres and workspace are available to hire.

Mountview in Peckham is a home for everyone – vocational students, young people and life-long learners, industry professionals and visitors alike – and there has never been a more exciting time to join us.

### MAIN PURPOSE OF POSITION

The Student Services Administrator will be a key member of Mountview's administrative team. Reporting to the Programme Manager, the post holder will be primarily responsible for supporting the effective day-to-day running of the academic programmes, for providing a professional and proactive service to staff and students, and for delivering a range of general administrative duties across the organisation.

### KEY RESPONSIBILITIES

#### Programme Administration

- Support the effective day-to-day running of the academic programmes, including communication with staff and students regarding operational issues, timely dissemination of information via email and noticeboards, distributing programme materials and updating shared folders.
- Contribute to the development and implementation of systems and procedures associated with the capture, processing, management and reporting of staff/student data, including updating student files, collating academic transcripts, assessment and attendance records and collecting registers.
- Provide a professional and customer-focused administrative interface between staff and students, dealing efficiently with operational matters and responding appropriately to student welfare issues.

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- Monitor, coordinate and update on an ongoing basis the programme timetables and room bookings in consultation with the Programme Manager and other senior members of staff.
- Support programme meetings as required, including issuing agendas and taking and distributing minutes, ensuring that Mountview and validating university procedures are adhered to.
- Deliver administrative support associated with programme monitoring procedures, ensuring that quality assurance measures are followed and providing course evaluation statistics as required.
- Assist with the arrangements for registration, induction and orientation of new students, including issuing welcome packs and swipe cards/security codes and allocating lockers.
- Support the Registry Services and Marketing and Development teams in delivering arrangements for a wide range of events, including graduation ceremonies and the conferment of awards.

## **Student Services Office**

- Help ensure the smooth running and welcoming ambience of the Student Services office, and respond in a friendly, polite and efficient manner to staff and student enquiries.
- Ensure a timely and effective response to general enquiries, produce student letters and council tax certificates, and mail out information in response to requests as required.
- Ensure that the Student Services office has up-to-date staff lists, details of emergency services, taxi services, transport links etc.
- Ensure that the Student Services office has up-to-date and accurate records of room bookings and timetabled functions.
- Ensure that the Student Services office acts as central point of contact for student reporting of maintenance issues, and record and communicate these to the Venue and Estates team.
- Ensure that the Student Services office accurately maintains the first aid and accident record book and system of reporting.
- Help ensure that student security passes are issued and worn in accordance with operational procedures.

## **Office Services**

- Ensure that all office equipment and teaching resources in the Student Services office, and photocopiers throughout the building, are maintained and serviced.
- Undertake office support as required, including photocopying, word processing and general office support for academic and administrative staff.
- Ensure that all appropriate stationery items are ordered, maintained and accounted for in a stock record/inventory.
- Coordinate outgoing post, and assist with the smooth operation of courier and postal services and the receipt and timely distribution of incoming post.

## **Other Duties**

- Assist in promoting Mountview as required, including supporting marketing initiatives and recruitment events, and updating material for publications, prospectuses and handbooks.
- Act as a First Aider and Fire Marshal.
- Any other duties as may be reasonably required.

## **PERSON SPECIFICATION**

### **Qualifications and Experience**

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- Educated to Degree level, or have equivalent professional qualifications or experience.
- Significant administrative experience, ideally in an arts and/or education setting.
- Proven track record of working in a busy and demanding office environment, including experience of managing a complex and varied workload.

## Skills and Abilities

- Excellent team-working and interpersonal skills, with ability to build effective relationships with a wide range of people.
- Excellent time-management and organisational skills, with ability to multitask, prioritise and problem-solve.
- Excellent written and verbal communication skills, including confident telephone manner and ability to present well in person.
- Ability to self-motivate, use own initiative and maintain attention to detail while working under pressure and meeting strict deadlines.
- Ability to organise meetings, produce agendas and take minutes quickly, efficiently and accurately.
- Ability to exercise tact and discretion in dealing with sensitive and confidential matters.
- IT-literate and highly proficient in using Microsoft Office, including Outlook, Word, Excel and Access.

## Personal Qualities and Attributes

- Positive attitude and outgoing personality.
- 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 self-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.

This post is based at Mountview's new premises in Peckham, London SE15.

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.

## TERMS AND CONDITIONS

**Salary:** Circa £23-24K per annum, depending on experience.

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**Contract:** Permanent, full time.

**Hours:** 40 per week, normally 8:30am to 5:30pm 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 **Tuesday 13 November at 9am.**

## **INTERVIEWS**

Interviews are likely to take place in the week commencing **Monday 19 November.**

## **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](mailto:alistairowen@mountview.org.uk) or by post to Alistair Owen, HR Administrator, Mountview, 120 Peckham Hill Street, London SE15 5JT. All applications will be acknowledged. Late applications will not be considered.

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