

# 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>Assistant Programme Manager and Student Services Assistants Student Welfare 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, and is an ideal role for someone looking for a career in academic administration. 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 sharepoint, 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, preparing and collating progress and evaluation reports, logging and processing course submissions and attendance records.

# MOUNTVIEW

- Provide a professional and customer-focused administrative interface between staff and students, dealing efficiently with operational matters and responding appropriately to student welfare issues.
- Monitor, coordinate and update on an ongoing basis the programme timetables and room bookings in consultation with the Programme Management team and other senior members of staff.
- Support Programme Management meetings as required, including issuing agendas and taking and distributing minutes, ensuring that Mountview and validating University procedures are adhered to.
- Assist the Programme Management team with the arrangements for student registration, student enrolment, induction and orientation, including issuing and updating course handbooks and information packs, ID cards, allocating lockers and issuing Proof of Student Enrolment Certificates.
- Provide administrative support related to Academic monitoring administration such as student progress and evaluation reports, student results and other relevant documentation prior to and after the Board of Examiners Meetings; the creation of Awards and other documentation regarding Academic progress, ensuring that quality assurance measures are followed and providing course evaluation statistics as required.
- Provide administrative support to the Short Courses team relating to the part and full time Foundation courses.
- Assist the Online Learning Administrator in the delivery of online and blended learning, including setting up remote video calls with students and staff (both remotely or in workspaces), ensuring the effective and smooth running of online classes, as well as providing authorised access to class recordings whilst ensuring that Mountview's Online Learning Code of Conduct and GDPR regulations are adhered to.
- Lead on student 'end of studies' administration, including the issuing of deposits and the relinquishing of student ID cards, locker keys, Library cards, props, costumes and the management of any student charges and deductions associated with each course.
- Provide administrative support related to the contracting, orientation and payment of temporary Academic staff (teaching and creative) each term.
- Support the Registry Services, Marketing and Development teams as and when required.

## **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 proof of student enrolment, including mailing out information in response to requests as required.
- Ensure that the Student Services office has an up to date staff, student and alumni databases.
- Ensure that Student Services has up to date information including details of emergency services, taxi and transport services, transport links, technical support services and suppliers.
- Ensure that the Student Services office has up-to-date and accurate records of room bookings and timetabled functions.
- Help ensure the smooth running and updating of student services systems and processes for additional support services, including the booking of the student wellbeing room, signing out first aid kit items, spare locker keys, temporary access cards, etc.
- Ensure that the Student Services office accurately maintains the first aid and accident record book and system of reporting.
- Help ensure that ID cards for staff, students and guests are issued and worn in accordance with operational procedures.

# MOUNTVIEW

## Office Services

- Undertake office support as required, including photocopying and general office support for academic and administrative staff as well as for students where necessary.
- Ensure that all appropriate stationery items are ordered, maintained and accounted for in a stock record/inventory.

## Other Duties

- Supervise, support and/or delegate to other team members where relevant, according to workloads.
- Assist in promoting Mountview as required, including supporting marketing initiatives and recruitment events, and provide support with updating material for publications including prospectuses, course handbooks and welcome information.
- Act as a First Aider and Fire Marshal.
- Any other duties as may be reasonably required.

## PERSON SPECIFICATION

### Qualifications and Experience

- 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, motivate other team members, and to 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, Sharepoint and Access, with a willingness to learn new IT systems and software.

### 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.
- Interest in updating systems and processes in line with new developments.
- Commitment to self-development.

# MOUNTVIEW

## 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 Data Protection Act and General Data Protection Regulation (GDPR) 2018, and must abide by any related policies and procedures.

This post is based at Mountview's premises in Peckham, London SE15. Mountview reserves the right to require you to work at such other place of business within Greater London as the organisation may require, or work from your own home for online delivery when necessary.

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 £25K 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 **Monday 12 July at midday**.

## INTERVIEWS

Interviews are expected to take place in the week commencing **Monday 19 July**.

## HOW TO APPLY

Please send a **completed application form** and **equal opportunities monitoring form** with **your current CV** to Alistair Owen, HR Manager, at [alistairowen@mountview.org.uk](mailto:alistairowen@mountview.org.uk).

All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer. We actively encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.