

# MOUNTVIEW

## Job Description

<b>JOB TITLE:</b>	<b>Student Services Assistant</b>
<b>RESPONSIBLE TO:</b>	<b>Programme &amp; Student Services Manager</b>
<b>WORKS CLOSELY WITH:</b>	<b>Student Services Administrator Programme Management Team Student Welfare Manager</b>

### ABOUT MOUNTVIEW

Mountview trains students differently. One of the UK's leading drama schools, we develop actors and practitioners who will become the future of the creative industries. Through innovative practice, new approaches to working and close relationships with industry, we cultivate graduates who are independent, generous and actively connected to the issues of the day.

The arts can enrich and change lives. We are passionate about dismantling barriers to the arts and engaging with communities in Peckham and beyond. Every year we share our space, expertise and resources, opening up access to the dramatic arts for all ages and abilities, while simultaneously learning from and collaborating with the vibrant cultural ecology on our doorstep.

Today's students join a constellation of graduates making their mark on the profession. Actors Grace Hodgett Young (*Sunset Boulevard*), Ben Joyce (*Back to the Future*), Louisa Harland (*Derry Girls*), Artistic Director Rachel Bagshaw (Unicorn Theatre), Musical Director Sean Green (*Get Up, Stand Up!*), Olivier Award-winning actor Giles Terera (*Hamilton*) and actor Eddie Marsan are just a few of our notable alumni.

### MAIN PURPOSE OF POSITION

The Student Services Assistant is a key member of Mountview's administrative team. Reporting to the Programme & Student Services Manager and working alongside the Student Services and Programme Management Administrators, the post holder is jointly responsible for supporting the effective day-to-day running of the academic programmes, for providing a professional and proactive front desk service to staff, students, prospective students and alumni, 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 student portals, 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 and managing student operational deposits.
- Ensure that Student Services has accurate student attendance records, which includes monitoring that staff are completing class registers, student are declaring their own absences

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and when necessary, course leaders, personal tutors and pastoral teams are briefed by providing daily, weekly, and termly reports.

- Provide a professional and customer-focused administrative interface between staff and students, dealing efficiently with operational matters and responding appropriately to student welfare issues, both physical and mental health related.
- Assist with the arrangements for registration, induction, and orientation of new students, including issuing welcome packs and swipe cards and allocating lockers.
- Assist the Programme Management team with operational and administrative tasks related to Guest Visiting Staff onboarding as required.
- Assist departmental meetings such as Student Representatives Meetings, Head of Department and Administration Meetings taking minutes, issuing agendas, and coordinating meeting recordings.
- Assist the Student Services Administrator with student assessment, progress and evaluation administration, including recording, compiling and reporting on student submissions.
- Assist with the onboarding and offboarding of students during the Academic Year, ensuring that administration processes for withdrawals, interruption of studies or late starters are followed and recorded on the Course Preparation trackers.

## **Student Services Desk**

- In conjunction with other members of the Student Services team, ensure the smooth running and welcoming ambience of the Student Services Office, dealing in a friendly, timely, polite, and efficient manner with staff, student and public queries whether made in person, by telephone or via email.
- Arrange services for students and teaching and creative staff such as issuing lanyards, access passes, booking taxi services, printing or other general tasks as reasonably required.
- Assist the Academic Programme to ensure that staff and students have access to the room booking service and they get assistance with last minute room bookings or timetable changes, while ensuring that changes are communicated to the Programme Management team.
- Ensure that the Student Services team has an accurate track of first aid and accident report records, which includes logging and saving these on student and staff files.
- Ensure visitors on site comply with Health and Safety, security and Fire Safety Regulations, and act as a Fire Marshall (on completion of Fire Marshall training).
- Act as a first point of contact with Students and Staff for illness related queries affecting their training/teaching, working closely with Health and Safety staff representatives, ensuring that communication with students is clear and effective and information and support is provided.
- Ensure that the Student Services office and the Reprographics room are clean, tidy, safe, well signposted, and always inviting to all visitors.
- Ensure that the Student Common Room is a safe and well signposted space with access to essential equipment (microwaves, kettles) and up to date notice boards; maintaining and updating the digital notice board as appropriate.

## **Office Services**

- Report and assist in ensuring that the office equipment and teaching resources in the Student Service Office, and photocopiers across the Academy, are maintained and serviced to provide adequate services for staff and students.
- Undertake office support as required, including photocopying, word processing, accessing systems such as the student database and room booking system, and general office support for administrative and academic staff.
- Assist with stationery orders, by helping to maintain accurate records of stock and logging

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purchase requests.

- Ensure the smooth operation of courier and postal services, and the processing and safe collection of outgoing post.

## **Other Duties**

- Act as a First Aider (on completion of First Aid Training).
- Assist the Student Welfare Manager and Pastoral tams with student care related matters.
- When required, 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.
- Assist in promoting Mountview as required, including supporting marketing initiatives and recruitment events, and updating material for publications, prospectuses, and handbooks.
- Any other duties as may be reasonably required.

## **PERSON SPECIFICATION**

### **Experience and Qualifications**

- Administrative experience, ideally in an arts and/or education setting.
- Experience of working in a busy and demanding environment, including managing a complex and varied workload.
- Experience of maintaining attention to detail whilst working under pressure and meeting strict deadlines.
- 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 team-working and interpersonal skills, with ability to build effective relationships with a wide range of people.
- IT-literate and familiar using Microsoft Office, including Outlook, Word, Excel, SharePoint and Access, with a willingness to learn new IT systems and software.
- Ability to use own initiative and maintain attention to detail while working under pressure and meeting strict deadlines.
- Ability to exercise tact and discretion in dealing with sensitive and confidential matters.

### **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.
- Commitment to self-development.

## **ADDITIONAL INFORMATION**

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

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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 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 the post holder to work at such other place of business within Greater London as the organisation may require, or work from their own home for online delivery when necessary.

Mountview currently operates a hybrid working policy, 60% in the office and 40% remotely, where roles and responsibilities allow. This is not a contractual right and is reviewed periodically, and we reserve the right to request that you are in the office at any time during your working week.

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 £27K per annum, depending on experience.

**Contract:** Permanent.

**Hours:** 40 hours per week, normally 9am to 6pm Monday to Friday, with a 1 hour unpaid 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 18 July at 9am**.

## INTERVIEWS

Interviews are expected to take place in the **week commencing Monday 22 July**.

## HOW TO APPLY

Please send **your current CV** with a **covering letter** and a completed **equal opportunities monitoring form** to Alistair Owen, People & Culture Manger, 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.