

MOUNTVIEW

Job Description

JOB TITLE: Student Services Administrator (9 Month Fixed Term Contract)

RESPONSIBLE TO: Programme & Student Services Manager

WORKS CLOSELY WITH: Student Services Team
Programme Management Team
Student Welfare Manager
Academic and Administrative Staff
Academic Quality & Compliance Manager
Registry and Admissions

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview does things differently. Through our higher education programmes, our participation work, our growing network of regional sites, and our own examination board in Musical Theatre, Mountview Exams, we aim to dismantle barriers to the arts, open access to training for people of all ages and abilities, and engage meaningfully with the communities around us.

We are a vibrant, outward-looking organisation, agile and responsive to a changing sector. Each year we share our space, expertise and resources, learning from and collaborating with the rich cultural ecology on our doorstep and beyond. While our purpose-built home in Peckham remains central to who we are, Mountview is not defined by a single location: it is not a building, but an ethos.

OUR MISSION, VISION AND VALUES

Mountview exists for one reason: to develop actors, technicians and practitioners who will shape the future of the creative industries.

Our vision is to be a world leader in dramatic training, making an impact locally, nationally and internationally. We give potential a chance, nurturing bold, curious and purposeful artists, and we work to ensure our teaching remains current, ambitious and relevant. We train our students to the highest standards, developing skills, confidence and individuality through innovative practice, close industry relationships and a deep belief in the power of creativity to change lives.

Our staff team is highly skilled and collectively committed to Mountview's mission. Together, we have built a flourishing, energetic workplace that celebrates kindness, difference and collaboration, and succeeds through a shared belief in our core values:

- Challenge the Status Quo
- Create Belonging
- Sustain the Future
- Compassionate Collaboration
- Transparent Communication

Inclusivity and belonging sit at the heart of our organisation: we commit to learning, to accountability, and to doing better when we fall short. By investing in our people and our

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partnerships, we secure a vibrant future for the arts and for the students and staff who make Mountview what it is.

HOW WE WORK AT MOUNTVIEW

At Mountview, people work hard, care deeply about what they do and look out for one another. We are a friendly, ambitious organisation with high expectations of ourselves, where everyone is trusted to take responsibility, pitch in when needed and contribute beyond their immediate role. We value openness, thoughtful challenge and a willingness to keep learning as we grow. We support one another to meet high standards and to do our best work.

The behaviours below are rooted in our values and describe what this looks like in practice. They set out the expectations for how we work, collaborate and deliver at Mountview. They apply to everyone and are demonstrated at a level appropriate to each role and its responsibilities:

Mindset & Approach	Interpersonal Skills & Relationships	Organisational Effectiveness
Responsibility & Accountability Resilience & Adaptability Curiosity & Creativity	Compassion & Respect Collaboration & Teamwork Communicating & Influencing	Continuous Improvement Using & Managing Resources Inclusive Practice

I hope, having learned more about Mountview, that you feel encouraged to apply for this role. If you do, please know this: you are welcome here.

BACKGROUND TO THE ROLE

The Student Services team supports students throughout their training by providing consistent, high-quality administrative and student support, managing core processes such as student records, student progress and assessment administration, attendance monitoring, and day-to-day communication and signposting. Working in collaboration with academic, welfare and administrative colleagues, the team ensures that information is accurate, accessible, and delivered in a timely manner, while maintaining an organised, supportive, and student-focused environment that enables student success.

The Student Services team forms part of a wider Student Services department which also incorporates Programme Management, whose main purpose is to support the day-to-day operations of the academic programmes.

PURPOSE OF THE ROLE

The Student Services Administrator is a key member of Mountview's administrative team, supporting the effective delivery of academic programmes and providing a professional, student-focused service. Reporting to the Programme & Student Services Manager, the post holder ensures smooth day-to-day operations, accurate student records, and clear communication between staff and students. The role involves managing a wide range of administrative processes, maintaining compliance with institutional and regulatory requirements, and contributing to a positive student experience.

MAIN DUTIES AND RESPONSIBILITIES

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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.

Student Services & Office Management

- Contribute to the smooth day-to-day operation of academic programmes through reliable, well-coordinated administrative support, assisting in the maintenance of efficient office systems and processes.
- Provide consistent and professional front-line support to students and staff across all communication channels, ensuring that queries and information flows are handled with accuracy, timeliness, and a student-focused approach.
- Support the maintenance and accuracy of Student Services digital information, while assisting students and staff in navigating online systems and escalating technical issues appropriately to ensure continuity and reliability of service.
- Maintain a professional, organised, and safe office environment, ensuring responsible oversight of shared spaces, materials, and resources.

Student Records and Administration

- Ensure that all information, including enrolment data, contact details, and updates throughout the academic year, is recorded consistently, securely, and in line with institutional and regulatory requirements. Maintain historical student data in accordance with institutional archiving standards.
- Contribute to the effective management of student data by supporting the development and refinement of systems for capturing, processing, and maintaining accurate records.
- Support the administrative processes around the student lifecycle, including (but not limited to) on-boarding, induction, enrolment, progression, withdrawals, interruptions and end of study.
- Maintain up-to-date student lists and photo sheets that support academic and administrative functions.
- Oversee and contribute to maintaining accurate attendance records by monitoring declared absences, tracking changes in study patterns, and ensuring that relevant information is shared appropriately with course teams and pastoral support staff.
- Provide administrative support for student-related meetings, including Student Representative Meetings and academic or pastoral discussions.

Programme and Assessment Support

- Support the administration of student submissions ensuring alignment with institutional and validating-university regulations. Contribute to the preparation and communication of submission guidelines, schedules, and calendars so that students and staff are fully informed of expectations and deadlines.
- Oversee the accurate application of assessment regulations, including late submission penalties, extensions, and delayed assessments.
- Monitor staff adherence to marking and feedback deadlines, following up where required to support compliance and timely return of assessment outcomes.
- Assist in the preparation, collation, and distribution of structured Student Feedback Reports.
- Support the administration of Extenuating Circumstances processes.

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Student Support

- Provide a professional, student-focused administrative interface between staff and students by managing operational matters with sensitivity, discretion, and confidentiality.
- Support student welfare by responding appropriately to concerns and signposting students to relevant services, and providing face-to-face pastoral support on occasion.

Other Operational Duties

- Support the effective functioning of Student Services by contributing flexibly to team operations, including supervising and delegating tasks to colleagues where appropriate to ensure workloads are managed efficiently.
- Following the necessary training, and depending on operational needs, undertake responsibilities as a First Aider, Mental Health First Aider, or Fire Marshal, contributing to the safety and wellbeing of students, staff, and visitors.
- Carry out any additional duties reasonably required to support the broader academic, operational, and service needs of Mountview.
- Uphold high standards of confidentiality and data protection when handling student information, ensuring that information is managed sensitively and in compliance with GDPR and institutional policies.

PERSON SPECIFICATION

Experience, Skills and Abilities

- Experience working in a comparable role within further or higher education, or equivalent professional experience that demonstrates strong understanding of academic and student support environments.
- 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.
- 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 365 apps (Excel, Word, PowerPoint, OneDrive, SharePoint) with a willingness to learn new IT systems and software.

Personal Qualities and Attributes

- Interested in the arts and/or education.
- Responsible, reliable and dependable, and able to fulfil duties with integrity.

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- Proactive approach, using own initiative to identify better ways to carry out a task more effectively and efficiently.
- Comfortable facing challenges, demonstrating resilience and confidence when managing difficulties and unexpected demands.
- Curious and open minded, welcoming new ideas, embracing continuous learning and improvement.
- Responds positively to feedback, refining ideas and approaches to enhance performance.
- Considerate and respectful towards others, fostering collaboration, exercising compassion and offering colleagues help when they are struggling.
- Committed to self-development.
- Demonstrates resource management and sustainability practice awareness.
- Actively supports and welcomes diversity, creating respectful, supportive and inclusive opportunities, while advocating equality.

TERMS AND CONDITIONS

Salary: Circa £31K per annum, depending on experience.

Contract: 9 month fixed term, with possibility of extension.

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, rising with length of service thereafter to a maximum of 38 days.

Mountview also has a paid operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

Location: This post is based at Mountview's premises in Peckham, London SE15. We reserve the right to require the post holder to work at such other place of business in Greater London as the organisation may require, or work from their own home for online delivery when necessary.

OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension scheme with NOW Pensions.
- Access to interest free season ticket loan upon successful completion of probation.
- Access to salary sacrifice cycle to work scheme upon successful completion of probation.
- Generous sick pay.
- Enhanced family leave upon successful completion of probation.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to the TalkLife Workplace, a global community of like-minded people supporting

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each other day and night.

- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.

RECRUITMENT PROCESS

Closing date: Wednesday 27 May at 9am.

We will be reviewing applications and interviewing candidates on an ongoing basis, and reserve the right to close the vacancy early should we appoint before the closing date.

How to apply: Please send your current CV, with a covering letter and a completed equal opportunities monitoring form, to recruitment@mountview.org.uk.

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

Equal Opportunities: We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

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

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 2018, and must abide by any related policies and procedures.