MOUNTVIEW

Job Description

JOB TITLE:	**Programme Management Administrator**
RESPONSIBLE TO:	**Assistant Programme Manager**
WORKS CLOSELY WITH:	**Programme Management and Student Services Teams** **Finance and People & Culture Teams** **Academic and Administrative Staff**

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 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	Compassion & Respect	Continuous Improvement
Resilience & Adaptability	Collaboration & Teamwork	Using & Managing Resources
Curiosity & Creativity	Communicating & Influencing	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.

PURPOSE OF THE ROLE

The Programme Management Administrator is a key member of Mountview's administrative team. Reporting to the Assistant Programme Manager, the post holder is responsible for overseeing the administrative processes related to the contracting, onboarding, and offboarding of temporary staff across Mountview's courses and productions.

The role supports the day-to-day operations of the academic programmes, ensuring a proactive and professional service to both staff and students, and contributes to a range of general administrative duties across the organisation, playing a key role in maintaining the smooth and effective delivery of Mountview's educational and production activities.

MAIN DUTIES AND RESPONSIBILITIES

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.

Programme Administration

- Coordinate the administrative processes that support the day-to-day delivery of academic programmes across Mountview's London and regional centres, ensuring that programme information, communications and shared resources remain accurate, current and accessible.
- Coordinate contractual and staffing processes for sessional and contracted teaching staff, supporting the timely engagement of staff across all academic programmes and productions both in London and regional centres.
- Maintain accurate staffing and timetable records in collaboration with the Scheduling & Planning Manager, ensuring relevant information is reflected across institutional systems and databases.
- Coordinate staffing requirements with Heads of Programme, Course Leaders and Discipline Heads to support the timely engagement and contracting of temporary staff.

- Support the administration of temporary staff payments and invoicing processes, ensuring accurate documentation is maintained and submitted in accordance with organisational procedures.
- Support departmental meetings required, including issuing agendas, taking and distributing minutes, ensuring that Mountview and validating university procedures are adhered to.
- Contribute to the continuous review and improvement of administrative systems, processes and working practices, identifying opportunities to increase efficiency, accuracy and service quality.

Onboarding Administration

- Coordinate onboarding and offboarding processes for temporary staff, ensuring compliance with organisational requirements and the timely provision and removal of access, systems and documentation.
- Maintain and update onboarding information and resources for new and returning staff across the teaching and creative Teams, ensuring information and documentation remain accurate, relevant and accessible.
- Review and validate documentation submitted by new starters, such as reviewing right to work information, criminal records and payment information and ensure that data retention procedures comply with legal, regulatory and organisational requirements.
- Support staff access to and effective use of institutional systems, including attendance monitoring, timetable management and room booking platforms.

Student Services & Operational Support

- Contribute to a professional, effective and welcoming ambience of the Student Services office and provide high-quality customer service to staff, students and visitor enquiries.
- Maintain accurate records relating to temporary staff access cards, ensuring information remains current and supports effective access control procedures.
- Coordinate staff and visitor identification and access arrangements in accordance with established operational and safety procedures, ensuring appropriate access is in place, and relevant controls are followed and maintained.
- Provide administrative support to ensure the effective operation of academic and administrative activities across the department.
- Support with the procurement of office supplies, stationery and other related equipment to support day-to-day operations.

Other Operational Duties

- Support the effective functioning of Student Services by contributing flexibly to team operations, including providing support to colleagues where appropriate to ensure workloads are managed efficiently and to provide service continuity.
- 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 staff and student information, ensuring that information is managed sensitively and in compliance with GDPR and institutional policies.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Experience and Qualifications

- Administrative experience, ideally but not essentially in the arts sector and/or an education setting.
- Knowledge and experience of contracting, payment and right to work regulations (desirable but not essential).
- 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.

TERMS AND CONDITIONS

Salary:	Circa £32K 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, 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 an Employee Assistance Programme provided by Health Assured/Wisdom Wellbeing, offering a range of support, advice and guidance on issues relating to life, work and health.
- Access to ARAG counselling assistance, a confidential 24-hour counselling service for you and your immediate family.
- Access to TalkLife Workplace, a global community of like-minded people supporting 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 pf 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.
- Reduced membership rate at Peckham Pulse leisure centre for all Mountview staff.

RECRUITMENT PROCESS

Closing date: Tuesday 8 December at 9am.

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.

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.

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 Date Protection Act 2018, and must abide by any related policies and procedures.