

May 2019

Thank you for your interest in the post of Senior Administrator (fixed term contract).  
Please find attached the following information:

- Job description
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter by e-mail to Rachel Turnbull, HR Officer (Education):

Email: [hmailbox@westdean.org.uk](mailto:hmailbox@westdean.org.uk)

Tel: 01243 818 276

**Closing date for applications: 17th May 2018. Please note:**

- The role is advertised as a one year fixed term contract on a 14 hour a week position (0.4 full time equivalent).
- We endeavour to respond to all applicants in a timely manner. If, however, you do not hear from us within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.

## JOB DESCRIPTION

JOB TITLE	Senior Administrator – School of Conservation
DEPARTMENT/DIVISION	Academic Registry
LOCATION	West Dean College of Arts & Conservation
REPORTING TO	Registrar
MAIN PURPOSE OF JOB	To assist the Academic Officer in the provision of a high quality service to students, academic staff and short course tutors, in the delivery of the academic administration function for all programmes and short courses within the School of Conservation.

## GENERAL DUTIES AND RESPONSIBILITIES

### Short Courses

#### Course Organisation

1. To assist with the production of all standard planning documents, letters and contracts for tutors.
2. To produce regular notification letters to tutors, including all the relevant course details.
3. Assist with the implementation of all aspects of course development. This should include preparation of course details, instructions to tutors and the co-ordination of practical arrangements.
4. In liaison with the Short Course Organisor/Subject Leader ensure that the workshops and tutorial rooms are effectively and competently supported.
5. Undertake data entry to create course/events for relevant programmes, liaising with other departments when changes are made.

#### Tutor and Student support

1. Ensure all tutors are visited during their course to ensure any problems are identified and dealt with quickly and effectively to the satisfaction of the tutor and students, in conjunction with the Subject Leader.
2. Provide immediate support to tutors who may be experiencing difficulties with their students and put in place appropriate measures to avoid recurrences where possible, in consultation with the Academic Officer, Registrar or Head of School
3. Monitor tutor and student feedback forms and advise the Registrar or Head of School of what action may be appropriate to rectify concerns.
4. Ensure any actions agreed above are carried out and evaluated effectively.

## Award-bearing Programmes

### Programme Organisation & Student Support

1. Support the Academic Officer with administration requirements of all programmes within the School.
2. Assist in the administration and maintenance of the College VLE.
3. Update student records to ensure accuracy adhering to Data Protection guidelines at all times.
4. Prepare feedback and tutorial forms
5. Send feedback forms to students when complete
6. Any other administrative task required
7. Act as a submission point for the final portfolios of any non-validation programmes.

## College Administration

### General

1. To assist with the delivery of Open Days, Graduation Day, Student Shows and Exhibitions and other internal events.
2. To build and maintain excellent working relations, both internally within West Dean and with external partners and suppliers.
3. To carry out general administrative duties including routine answering of letters and emails, updating computer records and databases, answering or routing telephone enquiries, preparing standard letters and outgoing mail and photocopying and filing.
4. To work flexibly as a member of the Registry team and undertake any other duties as may be reasonably requested by the Registrar.

This job description is subject to regular review in consultation with the post holder.

## PERSON SPECIFICATION

### Experience

Previous administration experience	Essential
Experience of working in a data sensitive and customer centered environment.	Essential
Previous experience of working in an education environment	Essential

### Education / Qualification

Degree or professional qualification in an arts or arts-related discipline	Desirable
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### Skills

Excellent customer service skills, positive, solutions focused approach	Essential
Awareness of Data Protection issues and the need for confidentiality	Essential
Strong administrative and organisational skills	Essential
Excellent communication skills both written and oral	Essential
Ability to prioritise	Essential
Numerate	Essential
Good understanding of IT specifically Microsoft Office	Essential
Ability to services meetings by distributing agendas and taking minutes	Essential

### Personal Characteristics

Ability to work under pressure.	Essential
Ability to work as part of a team.	Essential
Professional, approachable manner.	Essential
Confident communicator , with the ability to build relationships both internally and externally.	Essential

## GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	Fixed Term Contract
Duties :	As attached job description
Salary :	£8,927 per annum (£22,318 FTE) Payable monthly in arrears by BACS
Hours:	14 hours per week (0.4 FTE)
Holidays:	13.5 days per holiday year (1 October to 30 September) inclusive of Bank Holidays
Sickness:	10 days in any consecutive twelve month period (4 days pro rata) or longer period at West Dean's discretion, after six months' continuous service.
Benefits:	Contributory pension scheme, childcare vouchers, subsidised meals, free and discounted places on short courses at West Dean College, employee assistance programme, cycle to work scheme, West Dean Staff Discount Card.