

Job Description

Job Title: Year-long Course Administrator

Reports to: Year-long Course & Operations Manager

Salary: FTE £25,740 – (Pro Rata) £15,444

Contract: Part time (3 days per week), permanent

Context and Scope

Leith School of Art is an independent art school with charitable aims. We provide high quality teaching and a supportive environment for students leading to the artistic development of many people each year. Between the range of Year-long and Short Courses, we have around 300 students attending the School each week. The team is made up of around 40 tutors, studio assistants, management and administrative staff, working on a full and part time basis.

Main Duties and Responsibilities:

Year-long Course Administrator

- Manage the administration of the application, interview and enrolment process for Year-long Courses.
- Maintain record of students registered for courses, deposits paid and students deferring/withdrawing from courses. Keep Year-long Course & Operations Manager updated.
- Arrange Year-long student fee payments and instalment plans. Ensure payments are received by due date. Advise Year-long Course & Operations Manager of students experiencing financial difficulties
- Answer enquiries regarding Bursaries, and discuss with the Year-long Course & Operations Manager about progress of applications.
- Maintain student Contact Sheets and ensure relevant staff are aware of any issues regarding medical conditions/accessibility. Create photo sheets for tutors. Prepare student cards and registers.
- Maintain and log student attendance. Keep Year-long Course & Operations Manager updated of any attendance issues.
- Ensure all year-long courses are entered on to CRM ready for student records to be added to them. Ensure CRM stores copies of correspondence with students and generates standard letters.
- Update and circulate Student Handbook annually, in consultation with the Year-long Course & Operations Manager and the Principal.

Administration

- Ensure the door is answered and visitors are greeted at the door.
- Deal with enquiries in person, by email or by telephone and pass to the appropriate person.
- Respond to email enquiries by giving information regarding all courses. Advise prospective students on the suitability of the School's courses for their requirements.
- Take payments in person or by phone.
- Assist students with photocopying requests.
- Check answering machines, and respond to messages.
- Show prospective students and visitors around the School.
- Keep up to date with General Data Protection Regulations (GDPR) and ensure confidentiality is maintained as appropriate.

- Take, prepare and distribute minutes from staff meetings, where appropriate. Attend Admin/Tech staff meetings.
- Prepare and assist with School mailings for marketing.
- Deal with and co-ordinate requests for external student work placements.
- Prepare End of Year Certificates for year-long course students and assist with student prizes.
- Keep inventory of office supply stock.
- Cover Short Course Administrator responsibilities when they are out of the office.
- Assist with the preparation for events and exhibitions at the School. Attend private views.
- Maintain Lost and Found, School camera and School mobile.
- Assist other staff members during quiet periods.

Friends Administration

- Maintain database of Friends of LSA on CRM and process any new members.
- Send out annual request for Friends Memberships by email and post as well as annual Friends Card and information.
- Keep Friends of LSA up to date with any news and events at the School.

Additional responsibilities

- First Aid.
- Any other reasonable duties as and when required.

Person Specification:

Knowledge, Skills and Experience needed for the job

- Educated to degree level, or demonstrable relevant work experience
- Experience working within student administration
- Experience in a similar role
- Confident in use of design programmes e.g. Indesign (desirable)

- A working knowledge of, and experience in the arts sector
- Good knowledge of health & safety
- Good knowledge of art materials
- Practical and organised with an eye for detail

- Flexible and adaptable team player
- Excellent communication, interpersonal & IT skills
- Excellent organisation skills, accuracy and efficiency
- Ability to manage a varied and demanding workload
- Ability to deal with confidential matters and situations with sensitivity and discretion.
- An appreciation of, and commitment to, promoting the general Aims of Leith School of Art
- Positive and professional attitude