



<b>Course Officer – Job Description and Person Specification</b>	
Department:	Registry Team
Reports to:	Quality and Course Manager
Working pattern:	Full-time: Permanent
Hours:	40 hours per week
Salary:	£32000 p/a

### **Context**

ArtsEd originated from two schools, one founded in 1919 by Grace Cone and one founded in 1922 by Olive Ripman. These two educational pioneers believed passionately in the value of combining a general academic education with specialised training in dance, drama, music and art. They were committed to preparing young people for professional careers in or related to the theatre. In 1939, Grace and Olive joined forces to create the Cone Ripman School, subsequently named the Arts Educational Schools.

Dame Alicia Markova and Sir Anton Dolin drew almost exclusively on ArtsEd students to help them create their revolutionary company London Festival Ballet, which eventually became the English National Ballet. Ballerina Dame Beryl Grey became Director of the Schools in the 1960s. ArtsEd continued to innovate, introducing both professional acting and musical theatre courses and in 1986 moved to its present home in Chiswick. In 2007, Lord Andrew Lloyd Webber became President, heralding an auspicious new era for ArtsEd.

The School of Musical Theatre and School of Acting offer full-time BA and MA courses. Our Musical Theatre course is recognised as the best in the UK, while the Acting course is praised for its innovative 50:50 split between stage and screen acting. Our outstanding record of graduate success sees nearly every one of our Musical Theatre graduates and over three-quarters of our Acting graduates make their professional debuts within six months of graduating.

### **Purpose of the role**

The Course Officer will provide administrative support for the higher education programmes in the School of Acting and School of Musical Theatre. The post-holder will ensure that programmes run smoothly and that students have an excellent experience while at ArtsEd. Working under the direction of the Quality and Course Manager, the post-holder will also provide support for the operation of ArtsEd's quality assurance processes.

The post-holder will have the ability to work independently, work effectively as part of a busy team, possess a high level of attention to detail and be skilled at prioritising work to ensure that competing deadlines are met.

## **Key responsibilities**

### **Course administration and student experience**

- Monitor the Registry shared mailboxes and manage student enquiries to ensure a prompt and informative service is delivered, provide high levels of student-customer service and advice, escalating queries as appropriate.
- Provide students with required documentation such as proof of status and council tax letters.
- Act as primary contact for Transport for London for student Oyster Card Scheme.
- Provide students with clear and accurate information about their course and other relevant procedures or events.
- Working with the Student Support and Engagement team, administer engagement monitoring systems such as registers and attendance.
- Manage the termly and ad hoc timetabling and room booking processes, ensuring that staff and students are given clear and consistent information.
- Manage other bookings and administrative requests as needed, referring information or requests to other teams when appropriate, e.g. bookings for student physiotherapy, massage or counselling; bookings and sign-ups for events; and submissions requesting to host events.
- Support the student engagement processes by administering student representation and feedback mechanisms (e.g. Student Representatives, National Student Survey and internal surveys and evaluations). Support the Quality and Course Manager with student disciplinary, complaints and appeals processes.
- Manage the review and yearly update of the Student Handbooks.
- Working with the Student Support and Engagement team, support annual induction planning, scheduling and delivery.

### **Quality assurance and assessment**

- Ensure the accurate collation, recording and dissemination of assessment marks and feedback within agreed turnaround times in liaison with markers.
- Support the Quality and Course Manager with preparation for Assessment Boards and communication of student results.
- Produce certificates and Diplomas as required
- Contribute to the maintenance of HE student records in line with GDPR and ArtsEd policies and procedures.
- Support the collation and reporting of student and course statistics for internal and external use including for bodies with oversight of ArtsEd activities such as DfE, OfS and City St George's, University of London.

### **Committee servicing**

- Attend and take minutes of the School of Acting and School of Musical Theatre weekly Exec meetings and monitor and coordinate completion of actions arising.
- Be the Secretary to the Board of Studies for the School of Acting and School of Musical Theatre.

- Service academic committees and working groups as required including the preparation of agenda, collation of papers, production of minutes and monitoring of actions in conjunction with chairs and the Quality and Course Manager.

**Other**

- Undertake other duties or tasks as ArtsEd may, from time to time, reasonably require. This may include support for graduation, audition days and the broader work of the Registry Team.

<b>Person Specification</b>	<b>Essential / Desirable</b>	<b>Assessment Method</b>
<b>Qualifications and Knowledge</b>		
Educated to degree level or equivalent, and commitment to continuing professional development.	Essential	Application
Understanding of the importance of delivering an excellent student experience and the role that quality assurance plays in this.	Essential	Application / Interview
Knowledge of the Higher Education sector and the national quality assurance framework.	Desirable	Application / Interview
<b>Experience</b>		
Previous relevant experience in an administrative role, ideally gained in a Higher Education environment.	Essential	Application / Interview
Experience of working with a wide range of people at different levels in an organisation.	Essential	Application / Interview
Experience of offering a high level of customer service, ideally gained in a Higher Education environment.	Essential	Application / Interview / Exercise
Course and/or Quality and/or Student Support Officer experience	Desirable	Application / Interview
<b>Skills and Abilities</b>		
Proficiency in IT in a range packages including Microsoft Office software.	Essential	Application / Interview / Exercise
Ability to use, manipulate and interrogate databases.	Essential	Application / Interview / Exercise
High level interpersonal communication skills, both written and oral.	Essential	Application / Interview / Exercise
High level of accuracy and meticulous attention to detail.	Essential	Application / Interview / Exercise
Excellent organisational skills and the ability to prioritise a varied workload and work to strict deadlines.	Essential	Application / Interview / Exercise