

Job Description

Job Title:	Short Courses Administrator
Reports to:	Short Course Operations Manager
Hours of Work	Full-time (37.5 hours),
Salary Range	£28,000
Length of role	Permanent

Prime Function of Role:
<ul style="list-style-type: none"> • Providing administrative support to the Head of Short Courses Administration, Head of Short Courses Training, Director of NYU/RADA Shakespeare in Performance & Short Courses Operations Manager. • Working to ensure all online and in-person Short Courses and Events are planned and delivered to a consistently high standard. • Delivering exceptional customer service to prospective, current and previous Short Courses participants. • Building and maintaining strong relationships with departments across RADA to support the smooth running of all activity. • Keeping all Short Courses records and documentation up to date, accurate and relevant. • Contributing to the efficient and effective operation of the Short Courses team.

Accountabilities & Tasks
<p>To provide administrative support for all Short Courses – including online, blended and in person courses (at RADA and elsewhere), NYU/RADA Shakespeare in Performance Program; Foundation in Acting Courses. This role may involve some occasional travel within the UK.</p> <p>People</p> <ul style="list-style-type: none"> • Deal with email, telephone and face to face enquiries from prospective, current and past Participants. • Lead inductions for incoming participants. • Be available to help with enquiries from Short Courses tutors as they plan and deliver their sessions, actively working to provide an inclusive and welcoming working environment for all. • With the collaboration of the Short Courses team, work to ensure all Short Course Participants are properly safeguarded, welcomed and supported during their time with us. • Handle any complaints that may arise and escalate them, where necessary, to the correct member of staff. • In their absence, deputise for the Short Courses Operations Manager. <p>Resource Provision</p> <ul style="list-style-type: none"> • Support all Short Course tutors with the delivery of their sessions by providing requested resources (such as, but not limited to, printed handouts) and pre-empting tutor's needs in terms of provision of suitable spaces. • Support with making and maintaining room bookings for all courses and events on Asimut (full training will be given), working with the Short Courses Operations Manager to strategize the most effective use of space.

- Create Zoom / Teams links for all Short Courses courses and events.
- Liaise with Front of House, SAS and Estates teams at RADA to ensure that our spaces are well kept and suitable for the session to be delivered.
- Arrange accommodation on courses, if required.

Administration

- Support with setting up application processes for all Short Courses – currently on Cognito Forms (full training will be given).
- Prepare and send out correspondence to applicants, confirmed participants and current Participants for all Short Courses.
- Under the guidance of the Short Courses Operations Manager, prepare and/or send out course materials to all tutors and participants before and during all Short Courses.
- Keep accurate, relevant and up to date records of Participant applications and enrolments and support with the creation of KPI reports.
- Support the administration of Short Courses meetings by supporting the scheduling of meetings, distributing agendas and taking and distributing minutes.
- Support the Head of Short Courses Administration and Head of Short Courses Training with administration related to their duties.
- Support Course Leaders with any administration relating to their duties.
- Provide general diary and office assistance for the Short Courses Team.

Finance

- Maintain an accurate log of all Short Courses expenditure.
- Support with the processing of Participant payments and reconciling of banking.
- Provide administrative support on matters around tutor engagement and payments.

Marketing

- Ensure all data on the Short Courses Sales Report is up to date and accurate.
- Work closely with the Short Courses Marketing team to develop and maintain robust data capture processes to grow the mailing list.
- Liaise with the Box Office Manager and Marketing team on matters relating to course booking and sales, including participation in conversations that inform programming decisions.
- Monitor the RADA Short Courses website to ensure all information is up to date and accurate, liaising the with marketing team on required amendments and suggested optimisations.
- Support with on site or online marketing activity, including, but not limited to, supporting filming or photo opportunities.

General

- Take on any additional duties and responsibilities which may be reasonably expected within the terms of contract.
- Contribute to the development and culture of RADA, attend RADA training and staff events as and when required (including but not limited to annual staff conference and termly town hall meetings).
- Promote Equality, Diversity and Inclusion at all times and ensure they are at the forefront of your thinking when undertaking your responsibilities.
- Comply with GDPR regulations regarding protecting personal data.
- Comply with Health and Safety legislation and ensure you are up to date with RADA's Health and Safety Policy.

By accepting a role here you are acknowledging a commitment to RADA's values and mission, and a willingness to contribute to the ongoing development of the same.

Person Specification

	Essential	Desirable
Qualifications		
Knowledge	<ul style="list-style-type: none"> • Good, detailed knowledge of the principles of strong administration. • Awareness of RADA's portfolio of short courses (from the website) 	
Skills/abilities/competencies	<ul style="list-style-type: none"> • Excellent IT skills – including the use of Word, Excel and Outlook. • High level of numeracy. • Excellent attention to detail and able to meet deadlines. • Excellent document presentation and proof-reading skills. • Ability to plan and deliver a number of projects at the same time. • Ability to work with a customer / Participant centered approach 	<ul style="list-style-type: none"> • Ability to intuitively navigate new IT systems • Safeguarding training.
Experience	<ul style="list-style-type: none"> • Experience of working in a role with administrative responsibilities. • Experience of coordinating resources across a number of projects at the same time. • Experience of working in a customer facing role. • Experience working in a team. 	<ul style="list-style-type: none"> • Administrative experience in an arts or education setting. • Experience working in a large and/or complex team.
Personal Attributes	<ul style="list-style-type: none"> • Able to apply values of equality, diversity and inclusion to your work. • Ability to collaborate as a member of a team. • The ability to manage your own time and prioritise a varied workload. • The ability to respond rapidly and effectively to changing situations. • Able to work with a customer / Participant centered approach. • Good written and verbal communication skills. • Strong attention to detail. • Ability to work autonomously. • Confidence when working with members of the public, sometimes when handling complaints. 	

Signed by Line Manager:

Date:

Signed by Staff Member:

Date: