



**Job Title: Open Programme Coordinator**

Reports to	Project Manager - Open Programme
Salary	£25,000
Hours	Full time, 7.5 hrs / day, 5 days per week with occasional evenings and weekends
Location	The Prince's Foundation School of Traditional Arts, 19-22 Charlotte Road, London EC2A 3SG (and other locations on an occasional basis as required)

**Overall Job Purpose:**

The Open Programme Coordinator is central to the administration as well as the public-facing work of the School as they support online and in-person workshops and liaise with customers, tutors, and partners. They work with the Project Manager - Open Programme to coordinate courses, lectures, and study trips.

**Significant relationships:**

Project Manager – Open Programme, Head of Open Programme; Finance team; Facilities team; Health and Safety Officer and management. Outreach: Programme Manager, Project Managers, and Coordinators.

**Specific Duties:**

**Delivery of Courses**

- Work with Project Manager to prepare and maintain accurate record of scheduled courses
- Prepare contracts and purchase orders from the schedule of courses
- Email tutors' contracts and keep digital and hard copies of signed contracts
- Obtain materials lists, syllabi, and handouts from tutors
- Keep accurate record of tutor contact details, public liability insurance, proof of identity and DBS records
- Assist with Open Programme monitoring and evaluation by filing all feedback forms, receipts, and invoices
- Procure course materials, refreshments, travel tickets, accommodation, and visas
- Arrange travel tickets, visas and accommodation for tutors
- Ensure classroom spaces are prepared before each class, general housekeeping of classrooms; including classrooms at Charlotte Road and outside venues
- Coordinate any offsite visits taking place at external venues ie. museum visits
- Keep tutors up to date with course bookings
- Assist tutors with classroom technology: using photocopier, printer, laptop or projector with the help of IT and Facilities
- Inventory materials at end of courses, and highlight any materials that will need replenishing
- Attend and contribute to department and other team meetings
- Assist in photodocumentation of courses to support internal and external reporting requirements and the School's social media accounts.

**Online**

- Update the Open Programme web pages via the Content Management System (CMS) as necessary including:
  - Create and maintain webpages for courses
  - Basic image editing to ensure compatibility with website standards
  - Update, monitor and close course bookings
- Monitor and moderate online courses taught via Zoom
- Update the Learning Management System (LMS) with relevant course content including syllabus, handouts, and recordings.
- Maintain student and staff records with confidentiality according to the School's GDPR policies

### **Health & Safety**

- Report risk and possible safety hazards of programmes to Health & Safety Officer
- Maintain database and records of signed and completed forms, assessments, and other documents
- Procure personal protective equipment (PPE) as determined by risk assessments
- Ensure materials are appropriately maintained and stored in Control of Substances Hazardous to Health (COSHH) cupboards and labels are accurate
- Provide tutors with inductions, class register, safety crib sheet, emergency evacuation plan, plan for visitors who need assistance, risk assessment, tutor induction and tutor handbook
- Sharing information, suggestions, and observations with project leadership to create consistency in safety standards throughout the School

### **Customer Service**

- Provide students with information in response to queries via the Freshdesk platform, email, social media, phone, or in person
- Take bookings and process cancellation/refund requests.
- Keep students up to date with their course bookings, i.e. dates, materials, classroom changes, etc.
- Report complaints to the Project Manager; Under their guidance, provide appropriate responses.

### **Essential knowledge, skills and qualities:**

- A demonstrated interest in education and the arts
- Excellent written and verbal communication abilities
- Relevant administrative experience working in an office-based environment and customer service role
- Experience of identifying, developing, and implementing improvements to systems and processes
- Excellent interpersonal and customer service skills
- Ability to work as part of a multi-layered team
- Self-motivated and proactive approach, particularly when working independently
- Ability to influence others using skills of negotiation and sensitivity
- Willingness to work flexibly to meet the demands of the role
- Ability to proactively manage workload and prioritise tasks with minimal supervision
- Ability to review and assimilate complex course information and provide accurate information to a variety of inquirers
- A good level of computer literacy and a confidence in learning new software

### **Desirable knowledge and skills**

- Experience using a CMS and LMS
- Comfortable with basic Excel
- Experience of working to a budget
- Knowledge of health and safety issues relating to arts programming
- Experience with video editing software i.e. Adobe Premiere Pro
- Knowledge of office procedures and billing

### **Training will be provided on:**

- Health and safety protocols and techniques
- Fire safety and First Aid
- Using our bespoke CMS and LMS
- Customer service, our course offerings, and GDPR
- Excel for administration

### **Liaising with Outreach**

- This role will also include working closely with the Outreach Programme Manager for the equivalent of 1-2 days/week. Duties supporting Outreach activities will parallel those for Open Programme courses.
- Work closely with the Lead Outreach Coordinator to monitor and update pages on the School's website.
- Work with the Open Programme and Outreach teams to assist in updating social media across the School's programmes.