

<b>JOB PROFILE</b>	
Company:	Italia Conti
Department:	Operations
Role:	Operations Assistant
Reporting to:	Timetabling & Scheduling Manager
Direct reports:	N/A
Location:	Victoria Place, Woking
Salary band:	Band B

<b>ROLE SUMMARY</b>
<p>The Operations Assistant is responsibly primarily for assisting with timetabling and scheduling and monitoring student attendance.</p> <p>The role is a lynchpin in the wider Operations Team which collectively ensures the smooth-running of the campus throughout its opening hours of 8.00am-8.15pm, Monday–Saturday.</p> <p>Reporting into the Timetabling &amp; Scheduling Manager, the postholder assists in ensuring the smooth and effective monitoring of queries in relation to timetabling and Italia Conti’s spaces in Woking. They also ensure the smooth and accurate delivery of all attendance data and assist with the delivery of administration activity across the portfolio of courses.</p>

<b>KEY ACTIVITIES</b>
<ul style="list-style-type: none"> <li>• Working in support of the Timetabling &amp; Scheduling Manager and Operations Manager in all aspects of the course administration with a particular focus on assisting with and taking forward timetabling and studio booking queries and timetabling revisions.</li> <li>• Helping to maintain accurate records of external hires and the requirements of future events.</li> <li>• Preparing staff and student signing-in sheets.</li> <li>• Inputting and amending accurate timetable information using the ProSuite software.</li> <li>• Creating and updating Excel spreadsheets as part of the timetable planning process.</li> <li>• Inserting all known student absences and Urgent Personal Business forms (UPBs) on ProSolution first thing so that registers are up-to-date, and maintaining accurate attendance records of students on ProSolution (this would also include checking in to Zoom or Teams for attendance in comparatively rare instances where classes are delivered remotely).</li> <li>• Checking daily sign-in sheets and contact students to confirm attendance status.</li> <li>• Delivering accurate data to the SLT, QA team and Course Leaders by way of a daily report and reports spanning a longer period, as required (termly/end of year etc.).</li> </ul>

- Adding Urgent Personal Business (UPB) information to Pro Solution/Pro Monitor and any illness where students phone in.
- Sending out weekly attendance reports to Course Leaders, Deputy Course Leaders, Head of Student Services, Heads of Year, and Welfare team identifying any emerging patterns of lateness, absenteeism and/or UPBs and helping to build up a clear understanding of why students are having attendance issues so that the issue can be proactively managed.
- Ensuring completion and filing of appropriate paperwork regarding these matters.
- Communicating with tutors in relation to register codes and the importance of register data in order to embed a culture of promptly and accurately completed registers.
- Following up any missed registers with tutors and contacting tutor about any errors with registers.
- Preparing attendance data for awarding bodies.
- Taking a proactive role in suggesting and putting in place strategies and procedures to tackle poor attendance.
- Training new staff on the register process in ProSolution.
- Taking part in Events and Outreach as required to aid with student recruitment.
- Assisting the Operations Team with any ad hoc duties as and when required including, but not limited to, assisting with assessment documentation and with data input on ProSolution.
- Assisting with uploading/ inputting assessment marks on to Italia Conti management information database systems and validating bodies web mark entry systems and downloading relevant statistics and reports for the business of Assessment Boards and Subject Area Boards under the direction of the Course Coordinator.
- Producing template letters confirming student status for LEAs/Councils/Banks and any other institution relating as required.
- Undertaking ad hoc administrative duties as requested by management.
- Keeping up-to-date with developments to ProSolution and other proprietary software.
- Taking a proactive role in the smooth-running of courses to ensure a flawless student experience.
- Helping Italia Conti to fulfil its statutory requirements in areas such as acting as a fire marshal, first aider and chaperone for guest teachers, and a willingness to undertake training to maintain currency in these roles.
- Undertaking Level 3 Safeguarding duties such as staying until all students have left the building at 8.15pm and on occasional Saturdays, if required, on a rota with other staff.
- Assisting with the preparation of Q&As on Open Days and Audition Days.

- Attending and minuting meetings.
- Taking a proactive role as part of the wider Operations team, assisting course leaders, heads of department and other colleagues in the Operations Team with ad hoc tasks.
- Assisting the teaching and learning and technical teams with setting up of studios with class-specific equipment.
- Listening and supporting students where necessary and liaising with the Safeguarding & Wellbeing team to ensure safeguarding and well-being of students at all times.
- Assisting with Front of House management in the evenings as required. (time off in lieu will be granted for this).
- Supporting the Operations Manager and the Marketing and Events Manager to ensure the smooth-running of the annual graduates' showcase

<b>QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• 'A'-levels or equivalent tertiary education or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>• A keen interest in performing arts and arts education.</li> <li>• An understanding of attendance and its correlation with success at HE and FE level gained through experience.</li> </ul>
<b>Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>• Excellent influencing and communication skills and an open and collaborative style.</li> <li>• Highly IT literate.</li> <li>• A high level of organisational skills and prioritisation of tasks.</li> <li>• A high standard of written and spoken English.</li> <li>• Accurate and timely record-keeping.</li> <li>• Excellent interpersonal skills and experience of working as part of a busy course administration team.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Further Education and Higher Education, of how courses are structured and the work that underpins the smooth-running of courses.</li> <li>• Knowledge of safeguarding principles.</li> </ul>

	<ul style="list-style-type: none"> <li>• A willingness to work as an instrumental part of the wider operations team providing a thoroughgoing service to all campus users, responding promptly to day-to-day enquiries.</li> <li>• Well-developed problem-solving skills.</li> <li>• A solution-focused approach.</li> <li>• Ability to prioritise tasks.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of using databases, spreadsheets and IT systems.</li> <li>• Previous demonstrable experience in an administrative role and of undertaking administrative duties under supervision.</li> <li>• Experience of dealing with enquiries and acting as a welcoming and knowledgeable first point of contact.</li> <li>• Experience of working in a busy office environment.</li> </ul>	

*The above duties will inevitably change as the work of Italia Conti develops. The post-holder should therefore expect periodic variations to this job description. This job description may also be supplemented on a regular basis by individual objectives derived from the Italia Conti's strategies.*

*The post involves commitment to working outside the normal hours and a willingness to work flexibly is expected.*

*There is an expectation that all employees will maintain the values of the Italia Conti and will comply with its code of conduct as well as equality and diversity, health and safety and safeguarding policies.*