

JOB PROFILE	
Company:	Italia Conti
Department:	Operations
Role:	Course Coordinator and Admissions Officer
Reporting to:	Operations Manager and Head of Student Services
Direct reports:	N/A
Location:	Victoria Place, Woking
Salary Band:	Band B

ROLE SUMMARY
The Course Coordinator and Admissions Officer will support the smooth and effective delivery of course administration and admissions activity across Italia Conti's portfolio of courses. Reporting into the Operations Manager & Head of Student Services, the postholder will form part of the course-facing Operations Team, with a particular focus on the applicant journey, admissions administration, audition coordination, and enrolment support. The role combines day-to-day course administration with operational support for the admissions, audition and enrolment processes. The postholder will assist with applicant communications, audition administration, student records, assessment documentation, internal communications and course-related administration, working closely with the wider Operations Team, Head of School team, Course Leaders, Heads of Department, and Marketing and Events colleagues. As Course Coordinator, the postholder will support the smooth running of courses and the administrative duties of the course management team. Italia Conti prides itself on a high standard of student and applicant experience. As a key member of the Operations Team, the postholder will be expected to develop a strong working knowledge of Italia Conti's portfolio of courses, admissions processes, audition activity, open days, and student-facing operations. The role requires excellent organisation, accurate record-keeping, strong communication skills and a proactive, collaborative approach to supporting the smooth-running of courses. The postholder will also support open days, audition days, enrolment activity, assessment periods, and other events as required, and will be expected to work flexibly in line with the operational needs of the institution. Italia Conti's Woking campus is open to students from 7.30am-8.30pm each day. The core working hours for this post will be based on Italia Conti's usual working day, 9.30am-6.00pm; however as the post also includes reception duties on a rota basis there is a requirement to work one late shift per week, 12noon to 8.30pm, to support the operations team to cover Reception whilst the site is open to students.

KEY ACTIVITIES
Course Coordinator / Operations Support related duties Supporting the Operations Manager, Course Leaders, Heads of Department, Module Leaders, teaching staff and wider Operations Team in the smooth and effective delivery of course administration across Italia Conti's portfolio of courses.

- Acting as a key operational point of contact for teaching and learning teams, helping them to complete the administrative tasks required to deliver their managerial, academic and student-facing responsibilities effectively.
- Supporting Course Leaders and Heads of Department with the organisation, tracking and completion of course administration, including student lists, tutorial information, registers, course communications, deadline reminders, meeting records, action trackers and relevant course documentation.
- Assisting the teaching and learning course management team with the preparation, circulation and filing of course-related paperwork, ensuring that information is accurate, accessible, appropriately stored and produced in line with institutional processes.
- Maintaining a strong working knowledge of course structures, academic strands, student groups, teaching arrangements, tutorial provision, productions, sharings, assessments, open days and other course-related activity in order to support staff and students effectively.
- Responding to general course administration queries from students, staff, applicants, parents/carers and external stakeholders, taking forward routine matters appropriately and escalating more complex issues to the relevant manager, Course Leader or department.
- Drafting and producing general internal communications with students and staff relating to courses, teaching arrangements, tutorials, timetable-related notices, deadlines, rehearsals, sharings, productions, enrolment, attendance expectations and other operational matters.
- Coordinating the issue of course information to students and staff, ensuring that communications are clear, timely, accurate and consistent with Italia Conti's policies and procedures.
- Assisting with new student enrolment activity, including the production, collation, checking and issue of enrolment paperwork, induction information, student records and associated communications.
- Supporting the transition of accepted applicants into enrolled students, working with admissions, course and operations colleagues to ensure that joining information, induction arrangements and initial course administration are completed accurately and in good time.
- Taking responsibility, within the scope of the role, for maintaining accurate student records on relevant systems, including ProMonitor, ProSolution, EventMap and other databases or spreadsheets used by Italia Conti.
- Following up with teaching and learning staff to ensure that required academic administration is completed accurately and within agreed timescales, including registers, student records, tutorial documentation, course paperwork, student lists, deadline information and other required records.
- Supporting the production and publicising of tutorial lists across courses and academic strands, and assisting with the administration of tutorial provision where required.

- Monitoring academic and administrative deadlines where required, informing the relevant Course Leader, Head of Year, Head of Department or manager of missing paperwork, incomplete records, non-completion of required processes or failure of submission.
- Assisting with the preparation of informal and formal student communications relating to attendance, engagement, conduct, academic progress, deadlines or course expectations, in accordance with Italia Conti procedures and under the guidance of the relevant Course Leader or manager.
- Supporting Course Leaders and teaching teams with the administrative aspects of student engagement, student support and Support to Study processes, while maintaining appropriate professional boundaries and escalating safeguarding, wellbeing or conduct concerns to the relevant team.
- Listening to and supporting students as and when required, liaising with the Safeguarding and Wellbeing Team to ensure that student safeguarding and wellbeing matters are handled appropriately and in accordance with Italia Conti procedures.
- Attending and minuting course administration, teaching and learning, operational and student-related meetings as required, ensuring that actions are recorded, followed up and filed appropriately.
- Maintaining action trackers and administrative follow-up documents arising from course meetings, staff meetings, student meetings and teaching and learning discussions where required.
- Assisting Course Leaders, Heads of Department and Module Leaders with ad hoc administrative tasks that support the smooth running of courses and contribute to a high-quality student experience.
- Supporting the teaching, learning and technical teams with course-specific operational requirements, including the preparation of studios, class-specific equipment, teaching materials, assessment materials or other practical arrangements where required.
- Assisting with the preparation of paperwork and evidence for validations, accreditations, academic partner requests, audits and quality assurance processes where this relates to course administration, student records, teaching delivery or student experience.
- Supporting the Operations Manager and wider Operations Team with the day-to-day smooth running of the campus, contributing to a professional, responsive and well-organised service for students, staff, applicants, visitors and external stakeholders.
- Taking a full and active role as a flexible member of the Operations Team, assisting with operational priorities during peak periods including enrolment, induction, auditions, open days, assessment periods, productions, sharings, showcases, summer schools and other institutional activity.
- Supporting health and safety, safeguarding, visitor management and campus procedures by following agreed processes and escalating concerns appropriately.

- Supporting the current Deputy Operations Manager & Course Coordinator with assessment-related administration during peak periods where required, while recognising that formal assessment board preparation, marks processing and academic partner assessment reporting sit principally within that role.
- Working alongside the Deputy Operations Manager & Course Coordinator, Timetabling & Scheduling Manager, Timetabling & Operations Assistant and Receptionist & Operations Assistant to ensure continuity of service across course administration, teaching support, student communications, enrolment, events and day-to-day operations.

Admissions Officer Related Activities

- Supporting the Admissions Manager with the smooth and effective administration of the application, audition, offer, acceptance and pre-enrolment process across Italia Conti's portfolio of courses.
- Assisting with the preparation and issue of applicant communications, including audition invitations, audition information, recall information, outcome notifications, offer information, acceptance documentation, joining instructions and other relevant admissions correspondence.
- Supporting the maintenance of accurate admissions records across relevant systems, spreadsheets and databases, including applications, auditions, recalls, outcomes, offers, acceptances, declines and enrolment information.
- Supporting the smooth running of audition and recall days, including applicant registration, rooming, staff information, candidate movement, paperwork, schedules and general applicant-facing support.
- Liaising with Course Leaders, Heads of Department, audition panel members, Operations colleagues and the Admissions Manager to ensure that audition information, applicant requirements and course-specific arrangements are accurate and clearly communicated.
- Supporting the Admissions Manager with admissions-related data tracking and reporting, including applicant numbers, audition attendance, outcomes, offers, acceptances, declines and other information required by Operations, Marketing, Course Leaders, QA or SLT.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

	Essential	Desirable
Qualifications/Education	• A good undergraduate degree in a relevant discipline, or equivalent experience gained through course administration, admissions, student services, operations or a comparable administrative environment. • A keen interest in performing arts and arts education.	• A qualification in performing arts, arts administration, education, student services, business administration or a related discipline.

Knowledge/Skills	• Excellent influencing and communication skills and an open and collaborative style. • Outstanding communication skills and a high standard of written and spoken English. • Excellent interpersonal skills and experience of working as an ambassador for an institution or organisation. • Strong organisational skills and a high level of ability in planning and prioritising. • Excellent IT skills, including confident use of Microsoft Office applications, spreadsheets, databases and administrative systems. • Accurate and timely record-keeping, with an understanding of the importance of confidentiality, data quality and appropriate information management. • Personal integrity and high standards for self and others. • A positive, collaborative style and the willingness to work as an instrumental part of the wider Operations Team. • A solution-focused approach and the ability to use initiative within the scope of the role, escalating more complex matters appropriately. • Knowledge or awareness of safeguarding principles, professional boundaries and the importance of escalating wellbeing, conduct or support concerns through appropriate institutional routes.	• Knowledge of admissions processes and procedures, including UCAS or equivalent application systems. • Knowledge of course administration in a Further Education or Higher Education context. • Knowledge of performing arts training and routes into the profession. • Knowledge of student record systems. • Awareness of quality assurance, validation, accreditation, audit or academic partner processes. • Understanding of equality, diversity, inclusion, widening participation and student recruitment within an education setting.
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Experience	• Experience of working in an administrative, operational, admissions, student services, customer service or course support role. Experience of using databases, spreadsheets and IT systems. Experience of dealing with enquiries and acting as a welcoming, knowledgeable and professional first point of contact. Experience of preparing, circulating and maintaining accurate paperwork, communications, lists, trackers, records or reports. Experience of working collaboratively with colleagues across different teams or departments. Experience of managing a varied workload in a busy environment, responding to changing priorities and maintaining attention to detail.	• Experience of working in an HE, FE, specialist arts training, school, college or comparable education environment. • Experience of supporting admissions, auditions, recruitment, open days, enrolment or applicant-facing activity. • Experience of working with teaching staff, Course Leaders, Heads of Department or academic managers to support course administration. • Experience of supporting student records, registers, tutorial administration, course communications or academic administration. • Experience of participating in outreach, widening participation, recruitment or events activity. • Previous demonstrable experience within an administration/support team in a performing arts institution.
<i>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 Italia Conti's strategies.</i> <i>The post involves commitment to working outside the normal hours and a willingness to work flexibly is expected. There will be an occasional need to undertake business travel within London and across the UK in the course of undertaking outreach activity for Italia Conti.</i> <i>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.</i>		