

## **JOB DESCRIPTION**

<b>POST TITLE:</b>	Commercial Administrator
<b>GRADE:</b>	Harmonised Salary Scale (SP15-SP18)
<b>WORK ARRANGEMENTS:</b>	37 hours per week/52 weeks per year
<b>DEPARTMENT:</b>	Brand and Communications
<b>RESPONSIBLE TO:</b>	Group Director of Brand and Communications

## **PURPOSE OF THE POST**

1. Provide cross-college administration support to curriculum areas for commercial courses
2. Help set up, monitor and report on the performance of commercial courses
3. Undertake meet and greet duties for commercial courses and bookings (evenings and weekends)
4. Handle all enquiries and communications relating to commercial course bookings
5. To contribute to the admin and estate booking duties of the wider Events and Sales team

## **DUTIES AND RESPONSIBILITIES**

1. Work with COMs across all curriculum areas to aid in the logistical set up of commercial courses (room bookings, dates, times, adequate course information for marketing etc.)
2. Be the point of contact for all commercial course enquiries by phone/email/web, responding in a timely and professional manner and maintaining a database of 'leads' to follow up.
3. Monitor commercial course bookings and provide insightful reports to COMs and the Group Director of Brand and Communications (trends, spikes, poor performance, positive performance, channels).
4. Work flexibly to meet the needs of events and estate bookings across the college – this includes working Saturdays and Sundays and evenings when required, often as a lone worker.
5. Deal with any commercial course cancellations – communicating to customers and to key contacts within the College Group.

6. Collate feedback from customers at the end of courses and report back to COMs and the Group Director of Brand and Communications.
7. Help with the maintenance and manage accurate data and records relating to tenants, artists, businesses, members and customers of West Studios.
8. Undertake 'meet and greet' duties for all commercial courses, ensuring new students are made aware of college facilities and are given a five star experience when they walk through the doors.
9. Act as the point of contact for partnerships with external providers who sell courses on our behalf, monitoring bookings and invoicing.
10. Ensure appropriate ID cards, access cards and lanyards are provided to commercial course students and returned at the end of the course.
11. Open up the sports hall and any other rooms/spaces on weekends for bookings, taking responsibility to lock up and set alarms when events/activities are finished.
12. Contribute to the commercial income target by suggesting/proposing opportunities to maximise income from the College Group's estate/course offer.
13. Support the wider Events and Sales team when required with external estates bookings
14. Support the wider Brand Engagement team with school visits and large events when required.
15. Provide support for other cross college events or activities where a high level of customer service and interaction is required (open evenings, parents' evenings, summer enrolment etc.)
16. Take on and carry out additional responsibilities and duties commensurate with the grading and level of responsibilities of the post, as directed by line manager.

## **GENERAL**

1. Take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
2. Promote a positive image of the College and the work that is carried out across its various services.
3. Comply with all legislative and regulatory requirements.
4. Apply the College's own Safeguarding Policy and practices and attend training as requested.
5. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College's Equal Opportunities Policy in all aspects of their duties and responsibilities.
6. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
7. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role.

## Person Specification

<b>Post:</b>	Commercial Administrator	<b>Department:</b>	Brand and Communications
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Key Requirements:	Essential/ Desirable	Assessed
<b>Qualifications:</b>		
Level 3 qualification/s in a related area (e.g. marketing, business, administration)	<b>E</b>	<b>A</b>
English and Mathematics at Level 2	<b>E</b>	<b>A</b>
<b>Experience:</b>		
Face to face interaction with a wide range of different customers	<b>E</b>	<b>A/I</b>
Experience in supporting/working in events	<b>E</b>	<b>A/I</b>
Experience of taking bookings and dealing with customer needs and feedback	<b>E</b>	<b>A/I</b>
Experience of dealing with data and data systems	<b>E</b>	<b>A/I</b>
Dealing with customer feedback and sourcing effective solutions	<b>E</b>	<b>A/I</b>
Experience of using a variety of IT applications including databases	<b>E</b>	<b>A/I</b>
Experience of working effectively with diverse teams with differing requirements and needs	<b>E</b>	<b>A/I</b>
Work within the FE or HE sectors	<b>D</b>	<b>A/I</b>
<b>Skills/Knowledge:</b>		
Able to work autonomously and with direct instruction	<b>E</b>	<b>A/I</b>
Strong organisational and planning skills	<b>E</b>	<b>A/I</b>
Excellent presentation skills	<b>D</b>	<b>A/I</b>
Excellent customer service skills	<b>E</b>	<b>A/I</b>
Able to use different sets of data to report on trends	<b>D</b>	<b>A/I</b>
Ability to seek advice and access cross organisational support to meet the needs of different stakeholders	<b>D</b>	<b>A/I</b>
Flexibility and a willingness to work in a multi-functional environment	<b>E</b>	<b>A/I</b>
Knowledge of FE, funding and the challenges facing the sector	<b>D</b>	<b>A/I</b>
<b>Other Requirements:</b>		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	<b>E</b>	<b>I</b>
Full commitment to Equal Opportunities and anti-discriminatory working practices	<b>E</b>	<b>I</b>

**E = Essential    D = Desirable    A = Application    I = Interview    T = Test**

<b>Produced by:</b>	Daniel Laverick	<b>Date Produced:</b>	December 2019
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