

<b>Job Title:</b>	Schools Administrator (Masterclasses)
<b>Date:</b>	October 2024
<b>Accountable to:</b>	Senior Masterclasses Coordinator
<b>Location:</b>	Albemarle Street, Central London, with some remote Working
<b>Contract type:</b>	Permanent, part-time (0.4 FTE, 14 hours a week) Requests for flexible work are welcome. Proposed grade 4, Programmes
<b>Salary:</b>	circa £26,000-£27,000 (FTE) per annum

**Job Purpose** To support the delivery of our Masterclasses programme in the Ri and across the UK. To provide support for teachers to access and make the most of the Ri's school-facing activities.

### Main responsibilities of the role

- Provide administrative support to enable the effective running of the UK-wide Masterclass programme (including dealing with routine enquiries, liaising with regional contributors over governance documentation, and invoicing external speakers) and in-house Masterclass activity
- Act as a first point of contact for teachers and school staff with queries or nominations for our Masterclasses activities
- Working with the existing Schools Administrator on the administration of Ri-managed Masterclasses, including:
  1. Processing of student nominations and bookings and Celebration events
  2. Liaising with schools to ensure successful student recruitment and raising awareness of Masterclasses amongst schools
  3. Ensuring logistical requirements are met for series, including printing and processing of invoices
- Use Salesforce (and other systems where relevant) to ensure bookings and payments run smoothly, including accurate invoicing and credit control
- Use Salesforce to keep accurate records of school contact points, Masterclass series and volunteer records
- Support the collection of data and feedback to ensure effective evaluation and review of the programmes, and to inform funding applications and reports
- Provide excellent customer service in dealing with public enquiries and new and existing schools to support relationship building, grow revenue and increase repeat bookings.

### General responsibilities applicable to all staff

- Understand and support the Ri strategy including the Ri vision, mission and aims
- Promote the Ri values and encourage team working and effective communication with colleagues.
- Help achieve EDIA goals across the organisation and promote diversity and inclusion at the Ri

- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner
- Comply with Ri financial and other policies and practices as applicable including Health & Safety, Safeguarding and GDPR.
- Undertake other responsibilities as may be reasonably requested of your post.

<b>Skills, experience and knowledge</b>	
Essential (E) Desirable (D)	
Extensive administration experience	E
Experience in working with database systems, ideally Salesforce CRM, and record management	E
Customer service experience, specifically handling enquiries from the general public	E
Excellent telephone manner and an ability to communicate effectively to a range of audiences	E
Excellent administration and organisational skills	E
Good working knowledge of Microsoft Office (particularly Outlook, Word, Excel and Teams), with a willingness to learn and use new systems	E
Experience in processing event bookings	D
Experience of working in the charity sector	D
An understanding of the UK schools system	D
<b>Qualifications</b>	
GCSE Maths and English grade A-C or equivalent	E
<b>Personal Attributes</b>	
Excellent interpersonal skills with proven ability to work collaboratively.	E
Ability to find pragmatic solutions, seek improvements, and adapt to changing situations	E
Ability to multi-task and work in a fast-paced environment.	E
Positive "can do" attitude and willingness to support others where needed.	E
Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail	E
Committed to the principles of equity, diversity, inclusion and accessibility (EDIA)	E
An understanding of the Ri mission and vision	D

**Note:**

*This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.*