

**Job Title:** Administrator (Full-time)  
**Location:** Futureworks, Manchester  
**Reporting to:** Administration Manager  
**Pay:** £16,000 to £17,600 p.a. D.O.E.  
**Start Date:** Monday 11<sup>th</sup> September 2017

### Company Info

Futureworks Media School provides education and training in sound, music, film, TV, games, design & 3D animation. At our purpose-built school in Manchester, UK, our students benefit from extensive practical experience in cutting-edge studios, learn from experienced professionals, and get direct support from industry employers. Courses range from 2 days to 3 years, and include undergraduate degrees and professional training for individuals and organisations.

### Job Summary

The post holder will be required to assist the Administration Manager in the successful provision of administrative support to the organisation, including the maintenance of student records and communication with staff and students with regards to enquiries, applications, registration, fees and assessments.

Under the direction of the Administration Manager, the post holder will be required to perform a wide variety of administrative duties, keeping to deadlines and working consistently to a high standard at all times, to ensure the integrity and accuracy of student records.

The post holder will be required to liaise with students and School staff to ensure the accurate and timely flow of information in line with academic regulations, policies and procedures.

### Representative Work Activities

- Provide administrative support to the academic course teams in the preparation and completion of their annual monitoring and student feedback responsibilities.
- Assisting the Administration Manager in the organisation and co-ordination of the assessment process, including the collation, entry and submission of results, student progression, extenuating circumstances and assignment submissions.
- Updating student records and informing colleagues of changes to students' status as required.
- Preparation and distribution of documentation for programme leaders, including student handbooks and registers, and performing any subsequent data entry required.
- Provide generalised, company-wide administrative support as delegated by the Administration Manager.
- Supporting students by assisting with enquiries at the Student Services office and the processing of Student Letter Requests, Change of Details Forms and providing any other information as needed.
- Attending student-facing events as required, such as Open Days and Welcome Week.
- Assisting the Administration Manager in the recruitment of new students by processing applications, sending correspondence and updating records.

- Responding to enquiries which come in via email and telephone and ensuring the correct information is given in a professional manner.

### Quality Indicators

- Work is carried out on time and to standards agreed with Line Manager.
- Competence with systems, software packages and processes.
- Ability to plan and organise own work activities/tasks.
- High attention to detail
- Ability to produce and assess straightforward data and information and to identify problems which will be highlighted to others.
- Communicates well, ensuring effective reporting of a range of information, which may involve the occasional provision of advice and the interpretation of procedures.
- Knowledge of, and adherence to, the organisation's Health & Safety and Equal Opportunities policies.

Experience of working in an academic environment is highly desirable.

Applications should be in the form of a CV and covering letter and addressed to the Administration Manager quoting reference AD270717. Applications can be sent via email to [work@futureworks.ac.uk](mailto:work@futureworks.ac.uk) or via post to:

Administration Manager

Futureworks, Riverside, New Bailey Street, Manchester, M3 5FS