

Administrative & Media Assistant

Job Description

Job Title:	Administrative & Media Assistant (permanent full-time)
Salary:	£24,000 - £26,000
Benefits:	28 days' annual leave (incl. Bank Holidays) plus Winter closure Pension Scheme
Location:	London, Oxford (4-5 weeks a year), some remote working at certain times of the year
Reporting to:	Programmes & Recruitment Manager
Responsible for:	Supporting the efficient running of the BADA office and the successful running of BADA's programmes in London and Oxford and contributing to the Academy's standard of excellence and commitment to its students.
Purpose of the job:	Supporting the successful running of BADA's programmes in London and Oxford, the efficient running of the BADA office and the delivery of BADA's media presence

Role Summary:

Administration:	Provide administrative support to all colleagues to ensure the smooth running of the BADA office in London and Oxford.
Programmes & Students:	Provide day to day programme support as well as supporting students attending BADA's programmes.
Marketing & Social Media:	Provide support to the successful delivery of BADA's social media initiatives, including creating and co-ordinating written content, photos and videos for BADA's social media channels, blog and marketing emails.

Duties & Responsibilities

Duties and responsibilities are split between the London and Oxford offices and include, but are not limited to

Student Management

- Communication with students: emails, notices on messaging platforms, liaison with accommodation
- Assisting students as required
- Being on call for student emergencies on a rota basis
- Updating student handbooks and other materials for all programmes
- Assisting with booking external space and rooming allocation
- Sending out visa letters
- Collating and uploading grades and feedback
- Maintaining registers with Programmes Support & Student Welfare Officer and mobile phone box

- Uploading student details to CRM; updating of the student database and contact lists as required
- Preparation of student notices

Learning materials

- Scanning and photocopying/printing of scripts and handouts
- Purchasing/ordering scripts and academic books

Trips

- Booking and organising theatre tickets, transport and masterclasses
- Accompanying students on theatre trips in London (weekly during first 8 weeks of semester) and to Stratford (one Saturday per semester)

Office cover

- Assisting with the general office rota to cover early mornings and occasional evenings
- Managing office supplies
- First aid responsibility
- Liaising with Caretaker; room set-up
- Fire marshal responsibility

Faculty management

- Minuting Faculty meetings
- Logging faculty attendance at meetings and Boundaries & Consent workshops
- Assisting faculty as required

Ancillary tasks

- Box office and front of house for London Theatre Program (LTP) productions
- Organising catering for functions: assisting with the preparations, set-up and ordering of catering for BADA events (e.g. student orientation day, faculty meetings, farewell party etc) as required
- Reception tasks including answering and directing phone calls, responding to general email enquiries (including info@ email account)
- Maintaining a tidy office, classrooms, storage area and production space
- Armoury hires with Buildings & Compliance Manager
- Scanning and electronic filing of documents and invoices; maintaining filing system
- Maintaining BADA database

Additional duties on Oxford programmes

- Liaison with Midsummer Conservatory Program (MCP) venues
- Off-site support for MCP
- Day to day Midsummer in Oxford (MIO) office supervision on a rota basis, including assisting faculty and students when required
- Logistics of move with Buildings & Compliance Manager to Oxford
- Assisting with setting up and packing of Oxford programme office space and tutorial rooms, co-ordinating the evening rehearsal space rota
- Student liaising and guiding to accommodation and classrooms in Oxford
- Maintaining MIO messaging group to ensure all students are kept informed of any changes to the schedule and any other notices

Marketing Support

Liaison with Marketing & Development Manager and creation of social media content:

- Creation of materials (photos, video, text) for social media channels and blog as directed and in line with the Social Media guidelines to reflect the day-to-day life of BADA and to capture special events and moments
- Reviewing daily UK news articles, alerts, and social media platforms to find relevant stories and discussion points to collate appropriate content for BADA to share with its audience
- Managing content for BADA's blog and social channels, including collaborating with students and faculty to generate a regular series of posts highlighting various aspects of the BADA experience

Any other duties reasonably required by the organisation

DESIRABLE EXPERIENCE

- Minimum 1 year experience working in a similar position in education, or other relevant setting

ESSENTIAL SKILLS, KNOWLEDGE AND ATTRIBUTES

Organisational / administrative skills

- Excellent organisational and administrative skills, ability to meet deadlines, attention to detail and problem-solving skills
- Ability to work independently and collaboratively
- Ability to multitask
- Excellent time management skills
- Ability to assist in emergency situations in line with agreed procedures
- Willingness to undertake other duties as required

Communication skills

- Excellent interpersonal, listening and communication skills, both orally and in writing

Personal qualities

- Calm, professional and approachable manner
- Absolute trustworthiness and the ability to act with integrity, diplomacy and observe confidentiality
- Ability to work under pressure whilst managing a potentially unpredictable workload
- Self-motivated and flexible team player who enjoys being part of a small team in a busy student-focussed environment

IT/Training

- Confident with IT tasks including the use of social media and Zoom, with good working knowledge of standard Microsoft software
- Willingness to undertake further training as required

Working Hours

- Full time, with the ability to be on call as part of BADA's on-call emergency response rota and to respond to out of hours emergencies when required (rota)
- Willingness to work occasional evenings and / or weekends
- Ability to live in college at Oxford full time for the (overlapping) four and a half weeks of both Oxford summer programmes

DESIRABLE

- Experience working in US study abroad
- A keen interest in theatre
- Extensive social media knowledge
- Strong writing skills
- An interest in photography
- Experience at taking minutes in meetings
- First Aid training
- Training in Diversity & Equity

BADA is a well-established, small, rigorous and inclusive theatre training community. All staff are expected to work together in a positive and collaborative spirit, and to share a deep commitment to our vision to enable US and other international students to participate fully in our courses, irrespective of barriers they may face linked to ethnicity, class, disability, gender, sexuality, socio-economic status or any other disadvantaged characteristic.

Candidates must have the unrestricted right to live and work in the UK.