

FASHION RETAIL ACADEMY

Job information pack

Job description for:	Programme Administration Officer – Further Education (FE)
Level:	Officer
Accountable to:	Programme Administration Manager
Key relationships:	All internal staff (academic and administrative staff), students and parent/guardians
Salary:	Admin Grade 2: from £24,483 depending on qualifications and experience
Hours:	Permanent, Full-Time (37 hour per week, Monday – Thursday 9.00am-5.30pm and Friday 9.00am – 5.00pm)

About us

The Fashion Retail Academy (Ofsted outstanding) is a unique, industry led academy. Founded by retail giants, we offer a range of exclusive Fashion courses with unparalleled industry involvement to ensure our students gain the skills and contacts needed to successfully progress to employment.

Supported by and working closely with over 130 fashion brands from high street staples to digital giants and luxury brands, we offer a wide range of specialist fashion Diploma, Degree and Short courses, many of these exclusive to the FRA with start dates throughout the year.

Our courses are developed with industry partners to provide our students with a combination of in-depth Fashion Retail knowledge and unrivalled hands-on practical industry experience (which include high quality occupationally relevant work placements, industry masterclasses from the leading figures in industry, live commercial projects and our industry preparation enrichment). Our graduates leave with a wide range of skills and experience guaranteeing them the fastest route into work.

About the role

As part of the FRA's commitment to the highest quality learning experience, this post will support an effective, efficient and impactful administrative operation to the Delivery department.

Reporting to the Programme Administration Manger, this post will focus on administration relating to Further Education programmes and will collaborate with other administrators within the wider academy.

This post represents a fantastic opportunity during a time when the FRA continues its growth and diversification strategy. The post holder is expected to support this journey and deploy their many talents to bring success to both the FRA and the students whom we serve.

Key accountabilities

- Delivering effective and efficient programme administration to the FE delivery provision
- Leading, managing and developing the Curriculum Apprentice
- Effective managing, monitoring and reporting on relevant data, ensuring it is accurate, stored in line with GDPR and fit for purpose
- Providing outstanding customer service to service users

Key responsibilities

- Be the first point of contact for the FE department, providing outstanding customer service in responding to student, parent and staff queries.
- Ensure an effective administration service through the line management of the Curriculum Apprentice.
- Contribute to the overall effective service of delivery by providing information and support to ensure a high-quality student experience through the delivery of a course support service.

- Processing the withdrawal of course/group transfer forms.
- Support the Head of FE with the induction process and group change requests.
- Support the onboarding of new students, monitor student numbers and communicate with students/parents.
- The coordination of student assessment submission.
- Preparation and clerking of progression and examination boards and communicating results to students.
- Support the preparation for external and internal quality monitoring and external examiner visits.
- Support Programme Managers in recording and tracking of students with Individual Learning Plans, including liaison with relevant internal departments.
- The coordination of the UCAS process.
- Preparation of student reports to ensure effective student / course related statistical data.
- Assist with student absence and punctuality monitoring.
- Organise meetings with students & parent/guardians as part of the intervention procedure.
- Prepare for and take minutes at key department meetings.
- Ensure that agreed processes and procedures are adhered to within the FRA, to provide a consistent and coordinated approach to programme related administrative support, and clearly and confidently communicating regulation and policy to team members.
- Support with the assurance, entering, and maintenance of accurate student data records for the programmes.
- Assist the delivery of effective reporting and monitoring mechanisms to underpin and support good working relationships, networking and liaison between all departments.
- Support the student complaints and appeals process in conjunction with Quality Assurance and Enhancement colleagues.
- Contribute to the development of relevant and effective filing and administrative systems, carrying out regular audits.
- Assist with open days on a rota basis – meeting and greeting prospective students.
- Perform necessary administrative duties to support the Delivery team when required.
- Work collaboratively with other departments within the Academy to ensure a positive experience for students throughout their time at the FRA e.g. enrolment, exams and work placements.

In line with all staff

- To act in the interests of the FRA at all times.
- To support the delivery of the FRA's strategy as it relates to this post.
- To perform any other duties consistent with this position as may from time to time be assigned to you by the CEO and Principal or its designate, or as may reasonably be required anywhere within the FRA.
- To be committed to your own development through the effective use of the FRA's performance review and staff development processes.
- To work collaboratively with the wider business and support the work of the curriculum delivery, professional services and support functions teams as may reasonably be required in the delivery of the FRA's strategic plans.

- **Safeguarding.** Comply at all times with the FRA’s safeguarding policy and play an active role in maintaining and promoting students’ safety, security and well-being in their learning environment.
- **Equality and diversity.** To be committed, adhere to and promote the FRA’s Equality and Diversity policy at all times.
- **Health and Safety.** Comply with and raise awareness of health and safety in line with FRA policy and procedures.
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA’s policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with the GDPR.

The job description should not to be regarded as exclusive or exhaustive. It is intended to be a summary outline of the current areas of activity and it may be subject to modification from time to time as necessitated by the changing needs of the FRA.

Updated November 2021

Person specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ▪ Educated to at least grade C/4 GCSE standard in English and Mathematics (or equivalent). ▪ Relevant professional qualification in education and/or business administration or related subject (or equivalent) ▪ Evidence of CPD 	
Knowledge	<ul style="list-style-type: none"> ▪ Working knowledge of best practice in academic administration processes and policies. ▪ Practical understanding of regulatory and legislative requirements around data and record management. 	
Skills	<ul style="list-style-type: none"> ▪ Effective keyboard skills, with good working knowledge of Microsoft Office applications, especially Word and Excel ▪ Communicates effectively orally, in writing and/or using visual media ▪ Effective administrator with exceptional organisational skills ▪ Excellent customer services approach ▪ Team player with excellent relationship management skills ▪ Excellent attention to detail ▪ Able to work in a fast paced environment ▪ Flexible in dealing with competing priorities 	

Experience	<ul style="list-style-type: none"> ▪ Demonstrable experience of working in FE/HE administration in a large and complex organisation, coupled with ability and experience of working independently. ▪ Experience of effective use of institutional student (or similar) record systems / databases. ▪ Line management experience. 	<ul style="list-style-type: none"> ▪ Experience of collaborative working within an organisational setting. ▪ Experience of working with students.
Attributes/Personal Characteristics	<ul style="list-style-type: none"> ▪ Ability to work under direction and on own initiative. ▪ Calm approach, especially when working under pressure. ▪ The ability to deal with a variety of people both within and outside an organisation. ▪ Ability to prioritise a varied and sometimes conflicting workload. ▪ Flexible and collaborative approach, going the extra mile. ▪ Actively networking with other industry professionals and committed to own personal development ▪ Positive and supportive approach to change ▪ Commitment to practicing the FRA's values 	

Our vision, mission and values

Vision

To be the home of Fashion's next generation with a transformative educational experience that changes lives, creates and enhances careers and prepares our graduates for success in the real world.

Mission

To pioneer educational experiences with industry which nurture and develop the next generation for high value careers in fashion and retail.

Values

Collective courage for a successful future:



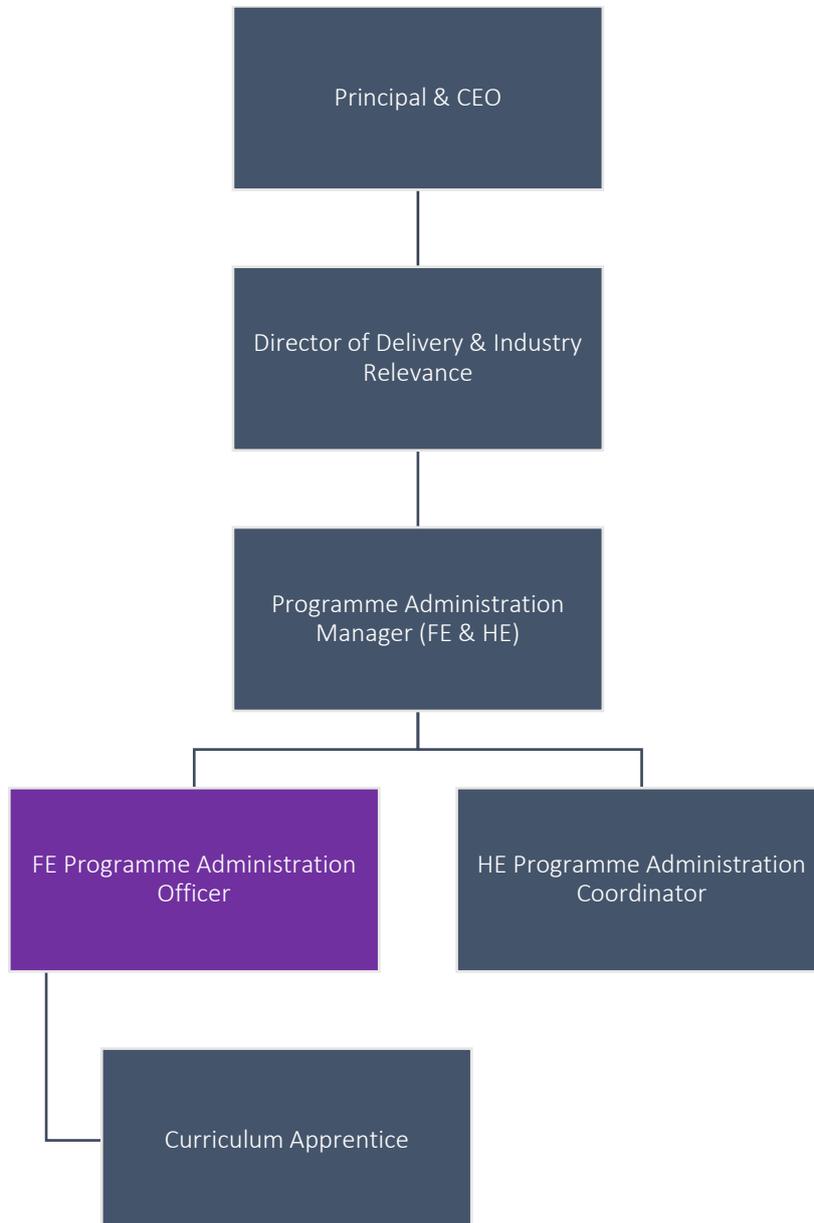
Customer centric: "If it matters to our students, it matters to us"

Authentic Action: "We're authentic in our actions, words and interactions"

Resilient: "Integrity in our actions to relentlessly strive for what we care about"

Enthusiastic: "If it matters to you, make it matter to others"

Team structure



Main terms

Working pattern and hours	Permanent, Full-Time (37 hour per week, Monday – Thursday 9.00am-5.30pm and Friday 9.00am – 5.00pm)
Salary	Admin Grade 2: from £24,483 depending on qualifications and experience
Location	15 Gresse Street, London, W1T 1QL
Probationary period	3 months
Pension	<p>We operate two pension schemes (subject to terms)</p> <p>People's Pension Automatic enrolment subject to meeting eligibility criteria. 5% employee contributions and 3% employer contributions</p> <p>Prudential Pension On the successful completion of the probationary period, you may elect to join the FRA Prudential Pension scheme. 4% employee contributions and matched employer contributions up to 5% (with the option to increase employee contributions)</p>

Key benefits

- Generous opportunities for a wide range of **in-house and external training**, CPD, teacher training and teaching practice development
- Free access to **LinkedIn Learning** for personalised learning virtually everywhere anytime!
- We cover the cost of your annual **professional membership fees** essential to your job
- 2 paid **charity volunteer days** per year
- **Enhanced family-related leave and pay schemes**
- Interest-free **season ticket**
- **Techscheme** allowing you to spread the cost of the latest tech over 12 months plus up to 12% NI savings
- **Cycle to work scheme** - save at least 25% on a new bike and fitness accessories
- **Health cash back scheme** worth up to £2,500 per year
- **Flexible working**
- **Perks website** with a wide range of discounts at high street stores, lifestyle offers and entertainment
- **Employee assistance programme** that includes confidential telephone and face-to-face counselling and an independent advisory service on a wide range of topics
- Annual on-site **flu vaccination programme**
- **Modern facilities** including a subsidised on-site restaurant and specialist library
- Local area **discounts and offers** including corporate rates for local gyms, discounted restaurants and bars
- **Vibrant and inclusive environment** where teams get together on a regular basis for **social events**
- **Located in the heart of the west end** with excellent transport links and a host of entertainment, shopping and restaurant options right on our doorstep

More information



Contact us:

To arrange an appointment for an informal discussion about the role and our organisation, please email recruitment@fra.ac.uk