

**Administrative Officer (1.0FTE)
School of Design
Permanent**

The Glasgow School of Art

The Glasgow School of Art is one of Europe's leading independent university-level institutions for the visual creative disciplines. Our studio-based, specialist, practice-led learning and research draws talented individuals with a shared passion for visual culture and creative production from all over the world.

Originally founded in 1845, today we have 2150 students studying across architecture, design, digital, fine art and history and theory. As we develop new academic programmes and enhance our areas of expertise and inter-disciplinarity, our ambition towards 2018 is to grow our student community in Glasgow by 25%, and continue to grow our research profile and campuses in Singapore and the Scottish Highlands and Islands. Our internationalisation strategy is embedded across our academic programmes and research, connecting the GSA with some of the world's leading universities and specialist higher education institutions.

Recognised by the Scottish Funding Council as an independent, specialist institution the GSA is an important and integral part of Scotland's higher education provision. Working in partnership with universities across Scotland and the UK, our degree programmes are validated by the University of Glasgow. The University of Glasgow has validated our programmes since 1992 and whilst the Senate of the University has ultimate responsibility for the awards, there is maximum delegation to the GSA for its own quality assurance procedures. The School, through its Academic Council, is also responsible for the development, monitoring, evaluation and updating of its academic framework.

Our 185 academic staff, 80% of which are research active, form a strong creative community united in the ambition to see GSA positioned as a global leader in studio based research and teaching, transforming thinking by developing creative approaches with new audiences, locally, nationally and internationally. As one of the UK's largest and most intensive research communities for the visual creative disciplines, GSA's research activity is clustered into the following interdisciplinary themes:

- Architecture, urbanism and the public sphere
- Contemporary art and curating
- Design innovation
- Digital visualisation
- Education in art, design and architecture
- Health and wellbeing
- Material culture
- Sustainability

Moving forward GSA has ambitious plans to develop its research profile further through internal collaboration and new partnerships with National and International Organisations. We recognise the distinctive contribution made by visual creative disciplines within the rapidly growing interdisciplinary research agenda and seek to position GSA as a global leader in this field. This will involve development and mentoring of GSA's own research talent, recruitment of the best new staff, the securing of higher levels of external research funding to support research projects and further growth in the scale and activity of GSA's PhD community.

While we are firmly rooted in Glasgow, one of Europe's leading creative cities, we are international in outlook with one of the UK's highest percentages of international students and one of Scotland's largest percentages of students from the rest of the UK. Over the last five years over £65 million has been invested in our estates including the recently opened Reid Building. Further investment is currently being planned which will create a cohesive creative campus with the iconic Mackintosh Building at its core.

We have a total income of over £30m, and our aim is to cultivate conditions in which the GSA can continue to achieve great things through what we do, with whom we do it and through creative approaches build on our existing strengths and distinctive assets, in order to:

- Achieve excellence and leadership in student-centred studio-based learning
- Engage with new audiences through inter-disciplinary research
- Extend our global reach and creative engagement
- Be a robust and efficient institution – maximising our resources and our potential

The Studio

Our studio-based approach to learning and innovation has particular relevance in the 21st Century. The place of the studio in creating the environment for inter-disciplinarity, peer learning, critical enquiry, experimentation and prototyping can help to address many of the grand challenges confronting society and contemporary business. It provides space to bring disciplines together, exploring problems in new ways to find innovative solutions. Studio is at the heart of our pedagogy, how we work and how we engage with others.

The Role

Job Title	Administrative Officer (1.0FTE)
Location	School of Design, Garnethill
Reports to	Academic Support Manager
Purpose:	<p>To deliver a professional administrative service in support of academic programmes both existing and developing, including GSA 2015-2018 strategies.</p> <p>To provide administrative support to the relevant programme area(s) and related staff in their academic and professional duties, within the School of Design GSA and GSA Singapore and beyond, networking locally, nationally and internationally.</p>

Principal Accountabilities

The principal duties and responsibilities of the post holder are to:

- To respond proactively, with a time efficient and prioritised approach, to tasks delegated to them by the Academic Support Manager and the Administrative Services Coordinator; thereby playing an instrumental role in ensuring the smooth working of the office/department(s)
- Telephone and reception duties, dealing with internal and external enquiries from both staff and students;
- Maintenance of mailing lists dealing with receipt and dispatch of mail;
- Typing of programme and course documentation, timetables, detailed reports, research papers and academic plans, including input into the style and format of the documentation as necessary;
- Databases – data input and generation of reports;
- Act as Minute Secretary, liaising with Chair re agenda, minutes and related papers;
- Service committees relative to programme and course areas assigned;
- Arrange accommodation and travel for staff and visitors;
- Booking of rooms and lecture theatres as required;
- Diary co-ordination for staff;
- Central liaison point between students, staff, Heads of Departments and Programme Leaders;
- Manage student attendance logs;
- Manage communications between academic staff and students relating to Individual Requirement Forms issued in respect of those students
- Assist with admissions process ensuring all application paperwork, references, portfolios etc are in place and available for the assessing teams, input to the online systems, plan interview schedules for candidates, and organise staff rotas for interview panels and any other related duties;
- Liaise with internal support departments;
- Liaise with Glasgow University departments such as registry and admissions;
- Assist with organisation of internal and external exam process;
- Stock control of stationary and other office supplies;
- Filing, faxing, photocopying and operation of all necessary office equipment;
- Undertake any such duties as may reasonably be requested.

Relationships

Principal Internal Contacts

- School of Design staff
 - Head of School
 - Academic Support Manager
 - Administrative Services Coordinator
 - Academic Coordinator (GSA/SIT programmes)
 - Academic Coordinator: Interdisciplinarity (SofD)
 - Admissions Coordinator (UG)
 - Admissions Coordinator (PGT)
 - Administrative Officers
 - Heads of Department
 - Programme Leaders
 - Senior Researcher
 - Academic and Technical Staff
- Other Schools within GSA
 - Administrative Teams
- Support Departments, and in particular
 - Student Records
 - Estates
 - Facilities Management
 - Finance
 - Human Resources
- School of Design Students – Undergraduate and Postgraduate

Principal External Contacts

- General public
- Suppliers of goods and services
- Employers – student projects and placements
- Applicants to programmes
- External Examiners

Key Challenges

- To liaise with other members of the administrative team;
- To develop an understanding of the aims and objectives of the School, the structure and systems and the relationship between the programmes and levels of study;
- To assist, as part of the administrative team, in the extension of key systems, processes and lines of communication to support all programmes of study;
- To develop an understanding of the structure of the Glasgow School of Art and the relationships between the Schools, Student Records, Finance and other central support services.

Experience/ Qualifications

- You will be educated to appropriate HND level or equivalent and have a good level of experience working in a similar role;
- High level of IT skills with a good knowledge of Microsoft Office; MS Word and MS Excel in particular;
- Excellent written and oral communication skills;
- Experience of Higher Education Sector would be advantageous.

Person Specification

- The Administrative Officer reports to the Academic Support Manager and through him/her to the Deputy Head of School and Head of School. She/he will receive guidance from the Academic Support Manager and the Head of the Department(s)/Programme Leader(s) to which she/he is assigned to provide support;
- The Administrative Officer will be capable of respond proactively to changes in service need at the direction of the Administrative Services Coordinator and or the Academic Support Manager
- The post holder will be a self-starter who can demonstrate a high level of organisational ability and be capable of operating with a minimum of supervision in assessing and responding to non-routine work/situations;
- The post holder will also be capable of working on their own initiative as well as functioning as part of a team and show sufficient flexibility to cover for colleagues in their absence;
- A working knowledge of relevant systems, equipment, processes and procedures is a requirement of the post, as is an understanding of relevant policies and legislation;
- An up-to-date knowledge of developments and trends in Higher Education is highly desirable, as is a willingness to undertake training and staff development as required.

Terms and Conditions

Contract	Permanent
Probationary Period	It is recognised that there is an inevitable 'settling in' period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is 6 months.
Salary	Grade 3, £19,305 - £22,214 per annum
Hours	TBC - typically 9 a.m. to 5 p.m. – on occasion and with notice given these times may be adjusted.
Holidays	30 days plus 11 statutory holidays per annum
Pension	Option to join the Local Government Superannuation Scheme
Notice Period	1 month