

**Administrative Officer
The Innovation School**

Background Information

Established in 1845, The Glasgow School of Art is committed to delivering world-class education and research in architecture, fine art, design, and related subjects in order to make a significant economic, cultural and social contribution locally, nationally and internationally. Our objective is to develop research of international standing, which supports learning; involves a high proportion of GSA staff; and engages with industry, community and the professional creative sectors.

The Innovation School

The Innovation School at GSA explores Design Innovation as a way of structuring group creativity towards valuable outcomes utilising co-design practices, involving direct engagement with multiple parties as experts of practice, context or experience. Design Innovation means both innovation through design and innovation of design, with the aim of generating sustainable social, cultural, and economic growth in Scotland.

Through our creative and participatory design inquiries we collaborate with a wide range of practitioners and professionals, addressing complex social issues through creative approaches working with partners nationally and internationally, across academic, business and civic sectors to co-create preferable futures. We work with government, businesses and communities to create person-centred solutions, towards prototyping new services and work practices, tackling cultural and economic challenges and creating policies to enable communities to flourish. Our work often focuses on bringing unheard voices into innovation discussions to better inform policy and practice, and finding creative ways to engage participants actively in a positive environment.

We believe that for innovation to be sustainable, it needs to evolve through direct engagement with the people for whom it is designed. We are experts in creatively directing an inclusive and iterative process, working with people to develop and prototype ideas that lead to robust solutions and valuable outcomes.

The Role

Job Title Administrative Officer

Location Forres - Innovation School

Reports to Operations Director

Purpose

- To provide administration and support for our Programmes of Work with the Innovation School.
- To assist the Operations Team in ensuring the efficient and effective operations of the Innovation School across two Campus.
- To develop efficient administration processes and procedures for the Innovation School
- To assist the Operations Director and the Operations Team in providing Student Welfare support and processes for the movement of students within the Highlands of Scotland and between the two Campus;
- To liaise with Programme Leads in order to maintain good communication networks and clear Programme pathways.

Key liaisons

- Operations Director
- Academic Support Assistant
- Operations Coordinator
- Head of School
- Programme leads
- Staff, The Innovation School
- GSA Professional Support Services
- External partners including:
- Highlands and Islands Enterprise
- Higher Education partners, national and international
- Businesses, services and communities.

Key Accountabilities

The post holder's main responsibilities will be to provide Administration for the Programmes of Work within the Innovation School.

- Coordinate the movement of students during Highland Campus visits;
- Assist with the coordination and planning of a range of events throughout the Innovation School;
- Assist with external events at the Innovation School, which involves GSA staff visiting from Glasgow, often alongside students, international partners and external organisations;
- Communicate with suppliers about events and discuss requirements to ensure all visitors have relevant details on event;
- Confirm bookings with hotels, flight confirmations for staff, organising itineraries/ agendas with attendees and confirm catering requirements for events;
- Assist the Operations Director and Operations Coordinator in order to provide Student Welfare Support to all students at the Highland Campus and on location within the Highlands whilst on GSA projects;
- Undertake additional support tasks as agreed with the Operations Director, the Academic Support Assistant and the Operations Coordinator;
- Book venues, catering, transport and equipment where necessary to support the movement of students and visitors;
- Process incoming and outgoing invoices, speak to suppliers and order goods.

Key Challenges

- Actively contribute to the development of administration processes for the Innovation School;
- Providing a high level of support to the Operations Director and the Innovation School staff;
- Gaining an understanding and maintaining a knowledge of a wide range of projects across a distributed team;
- Ability to prioritise multiple tasks and meet deadlines.

Person Specification

The post holder will demonstrate:

- Excellent written and verbal communication skills;
- A high level of organisational and problem solving skills;
- Time management skills with the ability to prioritise competing tasks and the ability to work to deadlines;
- Motivation and enthusiasm;

- Discretion when handling personal and sensitive data;
- Strong team working and collaboration skills;
- An ability to self-direct as well as work as part of a distributed team;
- A comprehensive knowledge of Microsoft Office and Adobe software and an ability to learn new software as required;
- A willingness to travel within Scotland to support the programs of work within the Innovation School.

Qualifications and Experience

- Educated to Higher Grade level or equivalent or have substantial experience in a similar post;
- Numerate with a keen eye for detail;
- Experience of Microsoft Office and Adobe software;
- Highly organised with an ability to take initiative;
- Experience of providing administrative support in an office environment would be an advantage.

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 - £19,730 - £22,658
Hours	35 hours per week
Holidays	30 days annual holiday and 11 days public holiday
Pension	Strathclyde Pensions Fund / NEST
Notice Period	1 month