

# Sotheby's INSTITUTE OF ART

## Manager, MA Programmes

Salary: £32,000 – £36,000 depending on experience

### **JOB CONTEXT:**

Sotheby's Institute of Art can be found in the heart of Bloomsbury, London. Since its founding by Sotheby's Auction House in 1969, Sotheby's Institute-London has pioneered the education of arts professionals. The Institute currently offers four Master's Programmes: Art Business, Contemporary Art, Fine and Decorative Art and Design, Modern and Contemporary Asian Art. Each programme is validated by The University of Manchester, part of the prestigious Russell Group of Universities.

### **JOB SUMMARY:**

The position of Manager – MA Programmes plays a key role in developing administrative operations in the MA Programme team with a focus on consistent, high quality and timely administrative support to students and faculty. This will entail working closely with a number of internal stakeholders including Programme Directors but also working independently, effectively and proactively with professional services and academic colleagues in the implementation and development of Institute strategies and associated related policies, systems and practices.

This role has particular responsibility for overseeing and contributing to the coordination and administration of the MA programmes, Navigating the Art World (NTAW) and MA elective units. There is also the requirement to oversee the administration of the 3rd Semester study programme at Sotheby's Institute-London and co-lead Institute-wide events such as registration, orientation and graduation.

The role holder will provide a high level of clear and effective management and leadership to direct, develop and enhance the MA administration team to deliver strategic goals for the Institute. This covers a variety of responsibilities in the areas of communication, co-ordination, departmental liaison, budget control, quality assurance, examination and student support. The Manager- MA Programmes should be able to demonstrate significant experience in an administrative role in Higher Education, the potential to lead and manage a team, work quickly and accurately, and provide support and advice as appropriate in other areas.

The Manager - MA Programmes connects the professional service departments in the Institute to provide a successful support network for the faculty and students. You will work regularly with academic staff, students and administrative departments including Front Office, Admissions, Library, IT, Finance, Careers Services and the Registrar. This person also plays a major role in supporting the Quality Team in both the day-to-day practicalities of the quality work and the longer-term strategic input with the University of Manchester and the QAA.

### **LINE MANAGEMENT:**

- The Manager - MA Programmes works under the supervision of the Deputy Director, and manages two Programme Coordinators and the Study Trips Coordinator

### **KEY DUTIES AND RESPONSIBILITIES:**

#### **Team Management**

- Lead, motivate and manage a team of Programme Coordinators to deliver effective, efficient and consistent administrative support

- Ensure that the team performance is monitored and evaluated through regular communication with the Programme Director, Faculty, the QA team, Facilities and Finance

### **Academic Administration**

- Overall oversight of the professional administration of the four MA programmes including, where appropriate managing the day-to-day running of the programmes
- Responsibility for administration of *Navigating the Art World*, the electives, coordination of the MA in Contemporary Art and 3rd Semester student exchange in London.
- Develop and maintain effective working relationships with relevant Programme Directors, faculty and professional services colleagues across the Institute, providing advice and guidance and acting as a point of escalation.
- Ensure the ongoing consistency, accuracy and quality of the systems within the department to ensure smooth running of administration for both academic staff and students
- Ensure compliance across the MA administration team with Institute's procedures for areas such as: Tier IV; GDPR; student conduct and attendance; quality assurance; examinations, assessment and feedback.
- Manage and oversee the accuracy of student data for MA programmes, e.g. marks entry, student change of circumstances, student handbooks etc.
- Liaise with other departments regarding student welfare, regulatory issues (including student visas and attendance requirements), External Examination Boards and Programme Committees, as needed.
- Attend and contribute to Exam Boards, Programme Committees etc, and to continuous improvements in related policies, systems and processes.

### **Financial Administration**

- To work in tandem with the Finance team in setting, managing and reviewing programme costs. Assist the Programme Directors by collating information about programme income and expenditure.
- Ensuring the expedient processing of all relevant invoices; to carry out monthly ledger checks; and provide information as appropriate.

### **Admissions Support**

- Respond to queries from, and meet with, potential students in the absence of the Programme Director. Assist in routine non-academic enquiries.
- Liaise closely with the Admissions Manager in relation to student applications, when required.

### **Student Support**

- Ensure that students receive appropriate information and communication about their Programmes and other Institute facilities and initiatives, and support students in their experience.
- Ensure that any student well-being, health and safety issues are brought to the attention of both Faculty and the Student Support Team
- Ensure the communication and integration of Student Support initiatives into the day-to-day student experience.

### **PERSON SPECIFICATION:**

#### **Essential**

- Educated to degree level or equivalent relevant experience in a similar role.
- Considerable experience of learning and teaching administration and/or supporting students in higher education

- An understanding of programme administration and the student lifecycle, and an awareness of issues affecting higher education (nationally and internationally) and the importance of the student experience.
- Excellent written and oral communication skills
- Experience of managing and motivating staff across a range of activities.
- Excellent interpersonal skills and a proven ability to work with a range of stakeholders including students and academics; adopting both a collegial and professional stance
- Proactive, highly motivated and well organised and the ability to manage, prioritise and delegate a range of complex tasks, completing them to the required deadlines.
- Solutions-oriented and able to demonstrate creativity in terms of administrative practices and processes to ensure consistency and professionalism that conforms to the needs of the programmes, the Institute and the students
- Experience of developing, implementing, maintaining and reviewing complex working systems, policies and procedures.
- Attention to detail and the ability to analyse data to formulate clear proposals/reports on complex matters.
- Effective team working skills
- A track record of delivering an excellent customer experience
- Excellent IT skills and an aptitude for learning new packages to support student administration e.g. student records systems.
- The ability to work flexibly in a fast moving, dynamic environment where change is often required immediately.

### **Application**

To apply please send a CV and covering letter to [vacancies@sothebysinstitute.com](mailto:vacancies@sothebysinstitute.com) explaining concisely your suitability for the role. Review of applications will begin immediately, with a closing date of Friday 16<sup>th</sup> November 2018. Interviews are expected to take place in late November. Preferred start date is 7<sup>th</sup> January 2019.