

## **Administrator - Education and wider activities**

### **HLSI**

The Highgate Literary & Scientific Institution (HLSI) has been central to Highgate's varied cultural life since its inception in 1839. One of the few such institutions still in existence in London, we are situated in the heart of Highgate Village, overlooking Pond Square, in the building to which HLSI moved in 1840.

The HLSI has a thousand members and provides a wide range of cultural events for both members and the general public. We offer a diverse and growing range of courses, and we have ambitious plans to extend this provision. Our members and non-members also enjoy lectures, concerts, debates, opera circle, film society, science club as well as the many reading groups we support. In addition, there is an impressive lending library with a collection of 25,000 books, a significant archive, a members' room, and a hall hosting regular art exhibitions.

We have reached an important juncture in the further development of HLSI and its future sustainability. We recently converted from a Friendly Society to a Charitable Company limited by guarantee and we see this as an opportunity to refresh and enhance our provision.

### **Rationale for this post**

We have been able to demonstrate growth in the range and number of courses offered and a concomitant growth in income. A growth in provision goes hand-in-hand with a growth in workload: in order to manage the increasing range of activities on offer at HLSI, we require a full-time, dedicated member of staff who will take responsibility for three significant areas:

- Full oversight and administration of the Education programme;
- Administrative support for the wider range of activities: lectures, debates, opera circle, concerts, film society, science club;
- Promotion of the two areas above through effective use of social media.

### **Leadership and Management**

HLSI is governed by a Board of Trustees and the day-to-day management is overseen by the Steering Committee. The latter is assisted by a range of sub-committees, one of which is the Education Committee. A small – and very significant – team of administrative staff manage the building and all the activities on offer; the team is led by our Head of Operations, Luca Morelli. The successful candidate will share a very busy office with Luca Morelli and the person responsible for memberships, website and marketing activities. This post will complete this dynamic team where successful teamwork and excellent communication are essential.

**The Education Committee** oversees and develops the programme of courses, which are offered over three terms between September and July. During term time there are approximately 40 weekly classes, taught by about 20-30 part-time tutors. There are between 400-500 enrolments each term. The role of the Administrator is to provide efficient oversight and administration of all the courses for the Education Committee, whilst also giving administrative support to the wider range of activities offered by HLSI.

This is a full-time post, 5 days worked across five days (flexible working hours, but preferable within hours of 09:00 to 17:00, including one-hour unpaid lunch break).

Salary will be £30,000.

**Benefits Include:**

- 28 days annual leave, including bank holidays;
- 3 additional discretionary days between Christmas and New Year;
- Subject to a successful completion of the probation period, compliance with our agreement and our sickness policy (as amended from time to time), you may receive up to seven days normal basic pay and contractual benefits in a rolling 12-month period;
- Contributions to a pension scheme (NEST);
- Membership of HLSI;
- Members' discounts and access to members facilities and educational events;
- Invitations to HLSI parties;
- Salary is reviewed annually on or around December.

**How to apply**

***Please Note: Applicants must be eligible to work in the UK.***

Please send us a CV (no more than two pages) and a short covering letter (no more than two pages). Please quote the following reference when email HLSI: HLSIADMIN24. Refer to the full job description attached for more information. This job description allocates duties and responsibilities, but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. The job description is not necessarily a comprehensive definition of the post. The duties may be varied to meet the changing demands of HLSI at the reasonable discretion of the Head of Operations, and the Education Committee.

The HLSI supports its staff in their professional development and will allow time and resources for appropriate training. HLSI is an equal opportunities employer.

The closing date for this post is on Sunday, 17<sup>th</sup> March 2024.

Interviews are expected to be held on the week commencing Monday, 18<sup>th</sup> March 2024.

**START DATE:** As soon as possible.

We reserve the right to interview strong candidates prior to the closing date so we encourage you to submit your application early.

Should you wish to have an informal conversation prior to completing your application, you will be warmly welcomed. Contact Luca Morelli, Head of Operations [luca.morelli@hlsi.net](mailto:luca.morelli@hlsi.net).

Please download the Job Description and Person specification and the Equal Opportunity form on our webpage: <https://hlsi.net/job-vacancy>

No agencies please.

If you have the skills and experience required for this position, please email [luca.morelli@hlsi.net](mailto:luca.morelli@hlsi.net) to apply. Due to the high volume of applications we receive, if you have not been contacted within five working days of the closing date then please consider your application to have been unsuccessful.

Please also let us know where you found the advert.



# Job Description

<b>Job Title</b>	Administrator
<b>Reports to</b>	Luca Morelli (Head of Operations)

<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<b>Days and Hours to be agreed</b>
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**Job Purpose and Objectives**

The purpose of this position is to ensure the successful delivery of the HLSI Education Programme and to provide administrative support for the other HLSI committees. The following list of tasks is intended to give a sense of the range required; it is expected that the post will develop, and the postholder will need to be flexible.

**Main Responsibilities**

**Programme delivery**

- Production of accurate class lists and registers;
- Ensuring classes are set up and assisting tutors with Audio-Visual equipment when necessary;
- Informing colleagues, Head of Operations (=HoO), and if necessary the Chair of Education Committee (=CEC) promptly of any issues relating to the programme to enable a timely response;
- Liaison with HoO and CEC to ensure efficient allocation of classrooms;
- Maintenance of up-to-date record of room occupancy

**Tutors**

- Maintaining strong communication with tutors to ensure any issues are dealt with promptly. To be a helpful and friendly point of contact for all tutors and to ensure that they maintain accurate records and follow any necessary HLSI procedures.

## **Promotion of Courses**

- Obtaining learning materials from tutors, organising, formatting and reproducing them in brochure and webpage form approved by the CEC and the HoO before enrolment commences;
- Placing adverts in local media as directed by the HoO and the CEC; placing information on social media;
- Liaison with the office team to ensure effective promotion of the Education;
- Programme to all HLSI members via regular communications;
- Provision of accurate data on effectiveness of promotional activity for evaluation.

## **Student liaison**

- Preparing and circulating communications for students and prospective students and dealing with their issues concerning classes;
- Ensuring that all students are properly registered, have paid the correct fee, are recorded on class contact and circulation lists, and have received appropriate welcome letters;
- Maintaining accurate student records and class lists;
- Liaising with classes or their representatives as needed.

## **Course evaluation/quality assurance data**

- Co-ordinating and administering of the EC student and tutor feedback processes, including the producing of electronic feedback forms;
- Processing of any Education Programme complaints via formal procedure to ensure the HoO and CEC are notified promptly of any complaints.

## **Management information and Systems**

- Regularly maintaining accurate data on enrolments, income, and costs to enable decision making and evaluation;
- Working with the HoO to produce information on HLSI room occupancy to enable future planning of courses;
- Producing data as required for annual planning and budgeting purposes.

## **Discretionary decisions**

- Processing of requests for discretionary actions (e.g. refunds) in accordance with HLSI policies and general office procedures, and ensuring accurate and prompt recording of these decisions and their outcome.

## Providing administrative support for all other committees

- This is likely to take the form of regular emails to advertise events or send out reminders;
- Producing posters in order to promote events;
- Producing registers of enrolments for evening events.

## Any other relevant tasks

- Assisting the HoO and other staff members with office duties e.g. answering the telephone; dealing with general enquiries, taking payments, attending meetings from time to time; setting up of classes and events; locking and unlocking the building, setting the alarm system and general housekeeping duties.

Person Specification			
	Essential	Desirable	Assessment Method
<b>Education and Training</b>			
Minimum five GCSE including English and Maths	X		QV
Degree level, A-levels or equivalent experience		X	QV
ICT related qualifications		X	QV
<b>Proven Ability, Knowledge and Skills</b>			
Administrative experience in an office environment	X		ILV
Admin experience in an Education Charities or University		X	ILV
Ability to work as part of a team as well as individually, following guidelines and instructions	X		IL
Excellent written and oral communication	X		IW
A diplomatic and clear telephone manner	X		I
Ability to prioritise workload and deal calmly with conflicting demands	X		IL
Ability to work well under pressure	X		IL
Care and attention to detail and a proactive approach to work	X		IL
Good numeracy skills	X		IW
Proficiency in Microsoft Office: good working knowledge of Microsoft Office, in particular Word, Excel, PowerPoint and Outlook	X		IVW
<b>Personal Qualities</b>			
Courteousness with colleagues, members and visitors, providing a welcoming environment	X		IL
Excellent time keeping	X		I
Enthusiasm for learning new systems when required	X		I
Excellent interpersonal skills	X		I
Experience with volunteers		X	I
Experience of using WordPress would be an advantage, although training will be provided		X	IV
Knowledge of PR & social media platforms		X	IV



**Please note this Job Description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing and changing needs of the organization.**

Method of Assessment: I = Interview; L = Covering Letter; Q = Proof of qualifications; V = CV; W = Written exercise

(We reserve the right to assess any other aspects of the role in a format not previously described)

<b><i>For Office purpose only.</i></b>	
<i>REVIEWED BY</i>	<i>APPROVED DATE:</i>
<i>APPROVED BY</i>	
<i>DATE POSTED</i>	
<i>DATE HIRED</i>	