

**Courses and Classes Co-ordinator**  
**Learning Department, Artistic Programmes**  
**£26,000 plus attractive benefits**

The Royal Academy of Arts is going through its most radical development in its 246 year history. In 2018 (our 250<sup>th</sup> Anniversary) we will open a brand new building, a campus uniting Burlington House on Piccadilly with Burlington Gardens. This will include a new suite of galleries, new Education centre and a 300 seat auditorium. We will be a 2.5 acre site in the centre of London dedicated to the exhibition, creation and debate of the arts.

Operating in this new and improved campus, with first class learning facilities, the Academy is well positioned to build a strong programme of courses and classes. For this new and exciting initiative, we are seeking a creative and resourceful individual to co-ordinate a programme that will animate the RA, engage core and attract new audiences, and establish the RA as the centre for debate and adult learning in London. The Courses and Classes Co-ordinator will support the Head of Adult Learning to deliver this strategic initiative, building a varied and innovative programme of events for our adult audiences, and helping the RA to meet its cultural, audience and commercial objectives.

You will have experience of supporting a successful learning or events programme, researching, developing and arranging income-generating events, and will be committed to growing and contributing to a dynamic programme of courses and classes.

This role will suit a strong administrator and project manager who is keen to develop their career in adult learning and events management. You will possess well-honed organisational skills, exceptional attention to detail and the ability to prioritise effectively. Highly computer literate, you will ideally have knowledge of databases and will ensure that these are kept up-to-date.

Confident, persuasive and assertive, with exceptional communication skills, you will build strong working relationships with internal RA colleagues and external presenters and providers, and will supervise the Adult Learning Facilitators who assist with the delivery of the courses and classes programme.

Well-presented and personable, with experience of providing impeccable customer service, you will be adept at answering enquiries about the courses and classes programme, co-ordinating marketing materials and creating relevant content for the RA website. You must be available to work regular evenings and weekends when courses and classes take place, and will demonstrate a flexible approach to work, as well as a genuine interest in the visual arts.

Candidates must complete an application form to be considered for this position. You will find our application form and further details about this position in the **How to Apply** section of the Careers page on our website <http://www.royalacademy.org.uk/careers>

**Closing date for applications: 22 March 2015**  
**Interviews to be held w/c: 30 March 2015**

## **JOB DESCRIPTION**

**Title:** Courses and Classes Coordinator  
**Department:** Learning – Artistic Programmes  
**Reports to:** Head of Adult Learning

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### **MAIN OBJECTIVE**

To engage core and target adult audiences and promote understanding and enjoyment of the RA exhibitions, collections and values, through co-ordinating a programme of income-generating courses and classes inclusive of practical and lecture-based offers. This programme currently consists of 20+ courses and classes per year, but is subject to ambitious growth over the next three years as the Academy prepares for the opening of new learning facilities in 2018.

### **MAIN DUTIES**

1. Working closely with the Head of Adult Learning, devise a coherent, engaging and audience appropriate programme of practical classes, short and long courses and manage courses and classes delivery:
  - Determine the intellectual content of Courses and Classes and the appropriate format depending on audience requirements and RA specialisms:
    - Undertake research on topics and themes for a programme of courses and classes with ongoing commercial potential
    - Liaise with Head of Adult Learning and internal expertise including curatorial, collections, RA Schools, Art Handlers, Strategy Team and Public Engagement department to ensure the programme achieves both depth of understanding and engagement with the Academy and proves a viable offer to the Academy's publics
    - Select and negotiate with speakers and presenters for the programme
  - Organize practical logistics for the courses and classes:
    - Invite proposed speakers, course and class leaders; liaise with contributors regarding their publicity abstracts; deal with audio-visual requests and assist with images; organize all necessary logistics and associated correspondence
    - Book venue, orders refreshments, liaise with the Help Desk concerning the setting up of equipment
    - Work with the ticketing team on all aspects of booking tickets for courses and classes and provide booking office with information for ticket sales as required
    - Supervise entry of public; introduce contributors; responsible for arranging technical support; organise refreshments; monitor proceedings, all as required
    - Answer enquiries concerning the Courses and Classes programme

- Write thank you letters and request invoices, as necessary
  - Requirement to work regular weekends and evenings
2. Supervise the work of the Adult Learning facilitators who assist with aspects of delivery of the Courses and Classes programme
  3. Consult the ticketing team on implementation of booking tickets for Courses and Classes
  4. Assist in budget planning and management for the Courses and Classes programme; work closely with Head of Adult Learning, Strategy Team, Education Administrator and the Finance Department to monitor and conform to budgetary requirements
  5. Co-ordinate with Communications and Marketing Departments and the Learning Department's Publications and Website Co-ordinator to promote all Courses and Classes and thus build audiences:
    - Prepare copy for publicity in the RA Magazine and *What's On* leaflet
    - Organize distribution of the publicity material to interested audiences
    - Co-ordinate any online content require for the RA website
    - Assist in the development of any publication content by the proposed deadlines
  6. Build and extend network of professional contacts to develop knowledge of current and best practice in the area, and participate in discussions with fellow professionals:
    - Work collaboratively with the RA Schools and the Architecture, Collections and Library and Development departments within the RA on Courses and Classes for the public
    - Work with events and education staff at universities, other museums, and cultural organizations to plan joint ventures
    - Attend and/or represent the adult education team/Learning Department at RA internal and external meetings as appropriate
  7. Ensure that Health and Safety policies, procedures and regulations are known, understood and complied with by yourself, your team (if applicable) and any contractors, suppliers and all others who work with the team.
  8. Undertake any other duty which may reasonably be allocated by the Head of Adult Learning or other senior officer.

## **PERSON SPECIFICATION**

### **KNOWLEDGE, SKILLS, EXPERIENCE AND PERSONAL QUALITIES**

- Experience of event organisation and co-ordination
- Experience of working with external suppliers
- Experience of working within set budgets and meeting income targets
- Experience of working within an historic/listed building

### **SKILLS**

- Strong project management and organisational skills; accurate with meticulous attention to detail
- Ability to co-ordinate many details, information, requirements to deadlines
- Able to work at speed and manage multiple tasks, deadlines and changing priorities
- A clear communicator and an effective networker
- Able to pre-empt problems, find solutions, plan in advance and ability to respond quickly to challenges
- Strong public speaking skills

### **KNOWLEDGE**

- Excellent IT skills – preferably MS Office and Enta database or similar
- Adept with social media; experience of editing blogs/websites/Twitter
- Demonstrate a genuine interest in the visual arts

### **PERSONAL QUALITIES**

- Strong commercial acumen, persuasive, with demonstrable negotiation skills
- Genuinely interested in people with first class people skills, able to build rapport and forge strong professional relationships
- Flexible approach to work, willing to regularly work outside office hours in order to cover morning, evening and weekend events
- Smart appearance, with a personable and a confident manner.