**Job Title:** Administrator StoryFutures Festival 2022  
**Department / Unit:** StoryFutures Academy (Media Arts)  
**Job type** Part-Time, Fixed-Term  
**Grade:** RHUL 6  
**Accountable to:** StoryFutures Festival 22 Programme Manager  
**Accountable for:** None  

### Purpose of the Post

The role sits within the Media Arts Department as part of the new Centre for Digital Creativity (CDC), which brings together Media, Computer Science, Drama, Psychology, Management, Geography and Electronic Engineering. The role will be a key administrative post to support the Festival 2022 Programme Management Team, linking university research with the creative economy.

The post has significant administrative responsibility, working with the CDC’s StoryFutures Academy and Festival 2022 Management Teams: to implement systems and processes to ensure the service delivery of our work programme for Festival 2022, immersive teaching and research. The post holder must have excellent communication skills with the ability to liaise with diverse stakeholders, including those from Higher Education and Creative Industries.

### Key Tasks

#### OFFICE MANAGEMENT & ADMINISTRATIVE SUPPORT

First point of contact for internal and general enquiries for Festival 2022 (F22), checking emails F22 “information in-box” regularly and directing calls and emails appropriately;

Assist F22’s Management team, to ensure that the Customer Relationship Management system is collecting necessary data for reporting purposes and is compatible with SF and SFA’s teams’ workflows and activities;

Provide administrative support for F22, SF & SFA activities, to include but not limited to StoryLabs, workshops, boot-camps, placements, writers’ rooms and networking events, at RHUL or NFTS (such support to specifically include RHUL room bookings (both in London and Egham), catering, logistics, parking arrangements). Further support to be provided as directed around the duplication of materials, participant enrolment & registration processes;
Administrative support for website and newsletters, to include but not limited to collating information within deadlines, as directed;

Management of room bookings, catering requirements, parking permits, logistics and accommodation, on and off campus, as requested by F22’s, SF’s and SFA’s staff;

Maintenance of electronic weekly up-date of when staff will be in the office, working off-site or on holiday in such a way to allow ease of access for F22 teams. Maintain log of all staff holiday allowances and requests, alerting F22 Manager to any build-up of un-taken holiday;

Co-ordination of publication and distribution of industry reports, supporting F22, SF and SFA staff in matters such as file organisation, printing, design requirements, permissions, stakeholder liaison and records.

**SCHEDULING AND SUPPORT FOR MEETINGS & EVENTS**

Managing and supporting projects, working groups and committees as requested by the Director

Schedule F22 Steering Board meetings and other meetings as required, ensuring that meetings have adequate support and resourcing ahead of schedule; record minutes and action points;

Act as secretary for various committees and boards, including administration of action points, reviewing such points one month ahead of next meeting and against a record of due date;

Support conference organisation and delivery, especially with regard to liaising with national partners;

Provide support to F22, SF and SFA communications activities as requested, including contributing to communications work at events and updating web pages if required.

**PURCHASING & MAINTAINENCE OF FINANCIAL REPORTING RECORDS**

Purchase supplies and goods raising appropriate Purchase Orders as requested by F22 staff and approved by the F22 Managers, and record in line with financial protocols;

Set up suppliers on RHUL system and processing invoices for payment, as requested by F22 Manager or SFA Immersive Programme Manager;

Maintain logs and reporting mechanisms in line with evolving financial protocols as determined by F22 Manager, including credit card and taxi logs, reconciling on external and internal systems as required;

Ensure that all purchase procedures and credit card management conforms to RHUL’s processes as directed by F22 manager.
**STUDENT RECORDS**

Take responsibility for securing post-event/bootcamp/course feedback and course-related surveys connected to F22 training and events, ensuring that such data is collected at times to be determined by the F22 Manager at the end of each event or course;

Work with the F22 Manager to set up Zoho records in such a way as to differentiate anonymised and non-anonymised feedback data, taking responsibility for ensuring feedback and survey data is correctly attached to participants’ Zoho records;

Update and maintain student and alumni records from F22 events, bootcamps and workshops, using the attendance information provided by the F22 Manager to create student alumni records, chasing any survey or feedback data that is incomplete and ensuring that records are regularly updated by undertaking all follow-up or on-going data collection processes determined by the F22 Manager;

Collate and distribute student feedback to F22 Management team.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate.

The post holder may be required to work at any of the locations at which the business of Festival 22 is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:
- Internal Communications team
- RHUL, NFTS, Festival 2022 Comms team
- StoryFutures Academy Comms Team
- IT team
- Academic staff
- Other Professional Services staff
- External digital services providers
- External Festival 2022 partners

**Special Conditions**

The role will involve covering events for social media and online, including some requirement to work weekends and evenings.