

Executive Assistant to the Head of Studio and Education

Initially 3 days per week which includes days at weekends

Circa £16k pa FTE circa £28k

The Royal School of Needlework is the international centre of excellence for the art of hand embroidery. Based at Hampton Court Palace, the RSN is a dynamic organisation with Degree, Certificate, Diploma, short course and exhibition programmes as well as a Studio for hand embroidery commissions and conservation.

The RSN is recruiting for a new, exciting and unique role coming out of the growth of online teaching and our need to lift responsibility for Certificate and Diploma Programme (C&D) to the Head of Studio and Education at a time of redevelopment. This role will have responsibility for all the finance admin across two parts of the organisation – our Studio and the Certificate and Diploma programme. Due to budget constraints, the job will initially be offered for three days a week, where the major focus will be on C&D. It is our ambition for the role to be full-time as soon as possible. In either scenario the position requires some weekend working as standard.

We need a highly competent person who can multitask and manage a variety of undertakings. The successful candidate will need strong financial experience and be confident working with a number of financial packages (we use Sage). You will need database experience (we use ThankQ and event booking system Bookeo). Customer-facing experience is also important because a certain amount of the work will be fielding questions and resolving issues which customers may experience when making bookings or payments. This extends to dealing with Studio customers and making sure that our clients are looked after in a way reflects the high standards to which the RSN work to.

You will need to be flexible, adaptable, proactive, team player, quick learning and be able to deal with customers for the studio and education. Experience within an educational establishment would be helpful.

Job Role

To Support the Head of Education and Studio (one person) with day-to-day administration of the departments including:

Finance for the Studio and Education including preparing estimates for the studio, collating all costs and preparing invoices in Sage for studio contracts. Overseeing all payments on Bookeo, compiling financial reports and dealing with customer queries regarding payments and credits

Request and check tutor timesheets on a monthly basis

Making appointments and liaising with site security for customers and students along with welcoming and collecting visitors.

Monitor time used on a project and be able to interact with studio stitchers and the Project Manager to ensure projects work within allocated budgets.

Entering and updating customer data on to Sage/Bookeo/ThankQ in a timely manner.

Dealing with customer and student queries.

Will need to be able to fetch and carry items from Hampton Court Security/Reception – trolleys are provided.

Will need to help with scheduling of tutors both for online and physical classes.

Process new course applicants, re-joining instructions and security passes.

Liaise with tutors in rota planning and for assessments.

Stock ordering for both departments.

Organising Open Days for both departments – these would happen separately as the customers are different for each.

Organise payment and despatch of starter kits to those about to start C&D online.

Be proactive in meeting customer needs and the needs of the departments.

Compile assessment reports, send out assessments to students and enter results on to ThankQ.

Organise the safe return of work to students.

Update the Studio and Education sections of the RSN website.

Liaise with third party partners.

Prepare the studio for group visitors.

Under the guidance of the Head of Studio and Education ensure that all the supplies necessary to undertake business are in place and well stocked.

Skills

Accuracy in financial processing

Good typing speed and accuracy

Fluency in at least one finance package

Extensive experience of using and managing databases

Extensive experience of customer management and support

Experience of supporting customers in different countries – useful (re time differences etc)

Ability to liaise with a range of colleagues across different teams (Finance, Future Tutors etc)

Experience of updating websites

Positive work rate and ability to multitask

Content management of the website

Aptitude

Understanding the need for names of all customers to be on one central database (especially as customers may interact with the organisation on a number of levels (may attend C&D, short courses, be a Friend etc.)

Interest in the work of the RSN – a desire to be part of a team that will enable the RSN to grow.

Willing and proactive. We are a small team and in the current circumstances people are having the multitask and take on additional tasks.

If you have not taken an RSN class before you will be expected to take one (free of charge) within the first three months of your starting.

Ability to work from home or at our office in Hampton Court. This is an office-based role, but local Covid restrictions may necessitate homeworking.

Applications to steve.moore@royal-needlework.org.uk