



Royal Irish
Academy of Music

Role Specification:

Interim Associate Director, Student Administration Systems and Supports

2 year fixed term contract (part time 0.5)

Reporting to: Director

Salary level: Assistant Principal Officer (€71,850 full-time salary)

Closing date for applications: 30th August 2019

Interviews: September 2019

Commencement of role: October 2019

All applications to: ruthmeehan@riam.ie

All inquiries to RIAM Director Deborah Kelleher (deborahkelleher@riam.ie)

Role Purpose:

The role has four distinct aspects to be covered:

- Carry out a complete review of the processes and procedures relating to the management and administration of Junior RIAM and Adult Division to ensure that a 'fit for purpose' operating and administration model to support an excellent student experience is in place as soon as possible particularly in view of the planned growth in this area;
- Carry out a review of the processes and procedures of the 3rd and 4th level administrative area, including compliance with QQI and TCD requirements, to ensure that it has in place the systems and processes to enable it deal with the planned growth and be appropriately aligned as a third level institution;
- Onboard and set comprehensive objectives and deliverables for the to be appointed Staff Officer in the Junior RIAM and develop/agree with the Staff Officer in charge of 3rd and 4th level students their objectives and deliverables;
- Propose, for consideration, the most appropriate structures for the Academy in these areas, including technology enablers and future staffing requirements to ensure that it has a high performing team in place.

Role responsibilities and accountabilities:

The postholder will be responsible to the Director for:

Reporting on the immediate needs and ongoing requirements of a restructured set of processes and procedures for Junior RIAM which will enable it deliver excellence in student engagement and enhance the student experience. This will require:

- Leading the staff in the review, documenting and redesign of existing processes and procedures to ensure that all Junior RIAM students have:
- Teacher, timetable, academic and general student supports, and assessment information accessible electronically;
- Create clarity and accessibility as to what they are expected to provide by way of course work and deadlines for submission;
- Invoices sent in a timely manner through an online payment system.

Reporting on the ongoing needs and requirements of a restructured set of processes and procedures for 3rd and 4th level students of the Academy which will enable it deliver excellence in student engagement and enhance the student experience as would be expected of a modern conservatoire. This will require:

- Leading the staff in the review, documenting and redesign of existing processes and procedures to ensure that 3rd and 4th level students have:
- Timetables, handbooks, academic resources, schedules, supports and all relevant documentation available and accessible electronically;
- An examination results system which is robust and able to deliver on the expectation of these student and Higher Education collaborators;
- Create clarity and accessibility as to what they are expected to provide by way of course work and deadlines for submission;
- Ensure that students fees element are invoiced in a timely manner through an online payment system.

In addition the postholder will:

- Coordinate on-site activities and projects to ensure compliance with good practice, exemplary education standards, regulations, or other requirements.
- Estimate costs for future service development projects and prepare reports or presentations on needs, status, or progress for the Board.
- Direct administrative activities directly related to providing excellent services to students.
- Prepare staff work schedules and assign specific duties.
- Monitor suppliers to ensure that they efficiently and effectively provide needed goods or services within budgetary limits.
- Complete a needs assessment to identify and document management requirements of Junior RIAM and 3rd and 4th Level students and other users.
- Consult with end users regarding problems in accessing electronic content.
- Monitor regulatory activity to maintain compliance with records and document management laws.
- Assist in determining document management policies to facilitate efficient, legal, and secure access to electronic content.
- Implement electronic document processing, retrieval, and distribution systems in collaboration with information technology specialists.

- Implement any improvements and staff training relating to the customer experience and in customer communications in general.
- Work with academics to ensure that a student centred learning experience is the aim of all administrative policies and actions
- Create a new sub-division within the Junior RIAM administration, called Adult Division, with its own set of admissions, curricular and invoicing activities.

Key deliverables:

The postholder will:

- Lead the review, updating and alignment of all administrative and operational processes within the Junior RIAM and 3rd and 4th Level departments to ensure that our systems and processes are appropriately aligned; that staff workloads are appropriate and achievable; that our enabling IT systems are in place and working effectively;
- Ensure that plans are in place to support the almost doubling of student numbers in Junior RIAM and significant growth in numbers of 3rd and 4th level students.
- Propose for review with the Director, and Board if appropriate, revised structures, reporting lines and key projects required to ensure a 'fit for purpose' service is available to students and academic staff and to the leadership of the organisation.
- Design initiatives to enhance the student experience from a non-academic perspective.
- Support the hiring and onboarding into the position of the new Administration lead for Junior RIAM.