



Royal Irish
Academy of Music

Role Specification:	Staff Officer, Junior RIAM and Adult Division
Reporting to:	Interim Associate Director, Student Administrations Systems and Supports
Salary:	Grade 5 Staff Officer (€42,042)
Closing date for applications:	30th August 2019
Interview:	10th September 2019
All applications and inquiries to:	Kevin Kelleher (kevinkelleher@riam.ie) and deborahkelleher@riam.ie

Role Purpose:

- To lead the Junior RIAM and Adult Division Office and team, with administrative oversight of all Junior RIAM and Adult Division activities.
- Oversee and deliver the Junior RIAM and Adult Division Office services (to include the new Adult Division), ensuring that they and their staff provide a student experience that meets the expectations of students and their parents and delivers in all areas of student registry and student support.
- Support the interim Associate Director in the review and realignment of operational and administrative services including the use of enabling technology and systems.

Role responsibilities and accountabilities:

The post holder will be responsible to ensure that:

- The Unit processes student applications and auditions for prospective Junior RIAM and Adult Division students in a timely and efficient manner.
- Processes and maintains the integration of student records, transcripts and correspondence for all Junior RIAM and Adult Division students and parents.
- Updates and revises all Junior RIAM and Adult Division student handbooks as required by the academic staff involved in course delivery.
- Effectively handles all public, parent and student queries and complaints may arise and has in place an effective tracking and reporting system for same.
- Maintains teacher records and liaise with Finance team over payments
- Supports administratively the Heads of Faculty in Junior RIAM and Adult Division matters

- Schedules examinations and performance assessments, and competitions as required under the curriculum being applied.
- Monitors and reports on fee income, scholarship and financial aid distribution for Junior RIAM and Adult Division students
- Delivers projects and prepares reports, as required by the Interim Associate Director or whatever management arrangements/structures will apply in the future
- Counsel and provide guidance to students or parents regarding personal or behavioural issues relating to their musical experience at RIAM
- Collaborate with teachers/academics to develop and maintain curriculum standards, and set performance goals and objectives.
- Undertake any other relevant or analogous duties, as directed.

Key deliverables:

The postholder will:

- Effectively manage and develop the staff of Junior RIAM and Adult Division and collaborate with other departments within RIAM
- Have in place processes and procedures to manage student records and maintain handbooks.
- Effectively engage with staff, students and members of the general public to enhance the reputation and customer service of the Office and RIAM.
- Ensure that an effective process is in place to ensure that records and student information is managed to the highest standards and regulations.
- Be proficient in writing reports, developing presentation and completing other necessary correspondence.
- Manage and deliver on the agreed budgeting and ensure effective financial reporting of Junior RIAM and Adult Division activities.