

ACADEMIC SERVICES OFFICER

APPLICANT INFORMATION



FOURTH MONKEY



“Fourth Monkey started life as a revolution. It has now become a genuinely visionary trailblazer and we are grateful to all of those who have been part of our journey and those we are yet to encounter.”

CHARLEEN QWAYE

Director of Training & Deputy CEO



JOB DESCRIPTION

ACADEMIC SERVICES OFFICER

This applicant information pack contains full details in relation to the role and the job specification. We ask applicants to read all the information carefully before submitting their application.

Fourth Monkey is seeking a dedicated and enthusiastic individual to join our team as a full-time Academic Services Officer. This role plays a crucial part in our student journey, focusing on student attendance, attainment and assessment. Supporting the student body in the academic aspects of their day-to-day training the Academic Services Officer is both an important student-facing and administrative member of the Fourth Monkey team.

The ideal candidate will have excellent communication, administrative and organisational skills, proficiency in data management and experience of operating a student virtual learning environment. Additionally we would expect a firm commitment to achieving Fourth Monkey's vision and values, with a passion for a transformative and holistic student experience alongside a commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role.

An interest in performing arts is beneficial.

This role is about supporting student success.



TERMS & CONDITIONS

Job Title:	Academic Services Officer
Contract:	Full Time (1.0 FTE)
Starting Salary:	£32,000-35,000 pa.
Place of Work:	The Monkey House, London N7
Hours of Work:	Standard office hours are Monday to Friday 9am - 5.30pm, 40 hours per week, but there will be some requirement to work outside of these hours for which time off in lieu will be awarded for agreed extra hours, above and beyond contractual obligation
Probation:	All new employees are required to undertake a period of probation for 3 months
Responsible to:	Head of Academic Services
Key Relationships:	Staff, Practitioners, Student Representatives, Alumni & Key External Stakeholders, and other pertinent external contacts
Annual Leave:	Annual leave is 32 days per year, inclusive of paid bank holidays
Pension:	All staff will be automatically enrolled into a work Pension Scheme as part of our requirement to meet automatic enrolment legislation
Benefits:	Fourth Monkey offers a cycle to work scheme and subsidised welfare support for all staff

COURSE DEVELOPMENT

- Support the Director of Training and Head of Academic Services in the development of course procedures and policies and to administer the approval and validation processes where necessary

STUDENT DEVELOPMENT

- Support the Head of Academic Services, to develop bespoke learning plans for each student with clear learning and training goals in line with their academic objectives
- Support the Head of Academic Services and Heads of Courses to monitor and evaluate student achievement against learning goals and relay all outcomes to our academic partners
- Work collaboratively with practitioners to ensure students are meeting/exceeding their learning/production goals
- Be a key point of contact for our academic partners

PRACTITIONER LIAISON AND MANAGEMENT

- Support the Director of Training to maintain and develop a cohort of high-calibre practitioners and industry professionals to deliver course material and course productions
- Support the Director of Training, Head of Academic Services and Heads of Courses to set quality standards for practitioners, and monitor and evaluate accordingly (in relation to performances and training)
- Support the Director of Training and Head of Academic Services to ensure effective and appropriate contractual arrangements are in place with all practitioners and course associates in order to protect the best interests of Fourth Monkey and its students

GENERAL

- Maintain accurate records of student information and admissions data
- Collaborate with other Fourth Monkey staff to enhance the overall student experience
- Participate in recruitment events, open days, and other relevant activities

QUALIFICATIONS & EXPERIENCE

REQUIRED

- At least 2 years' experience of working in an academic services role ideally within a Higher Education institution
- Educated to degree level, or relevant qualification
- Proficiency in Customer Relationship Management (CRM) and Virtual Learning Environment (VLE) systems
- Demonstrable knowledge and experience of Microsoft Teams and incorporated operating software
- Demonstrable rigour in reporting and administrative management
- Demonstrable experience in contracting and budget management

SKILLS

REQUIRED

- Communication skills and experience; understanding of data privacy standards; solid communication skills, both written and verbal; deep understanding of business principles and practices
- Attention to detail
- Organisational skills; planning skills; analytical skills; critical thinking skills
- Problem-solving skills
- Computer skills
- Multi-tasking abilities
- Integrity, honesty

DESIRABLE

- Awareness and experience of pastoral and welfare support or training in an educational setting is desirable



KNOWLEDGE AND UNDERSTANDING

REQUIRED

- An awareness of Higher Education learning / arts training environments
- An understanding of Higher Education procedures, data processing and reporting

DESIRABLE

- An understanding of, and interest in, the work of Fourth Monkey

PERSONAL QUALITIES

REQUIRED

- Well-motivated, target-orientated and results driven
- Excellent interpersonal skills and willingness to work as part of a small team and on one's own initiative
- Flexibility within a changing environment

In return we offer a competitive salary, incentives, rewards, benefits and access to a cycle to work scheme and subsidised health and wellbeing support for all staff after stipulated period of employment.



SUBMITTING YOUR APPLICATION

To apply for this role you can make one of the following applications.

In Writing

Please send an up to date CV, a cover letter, a completed [Equal Opportunities Monitoring](#) form, and the contact details of two referees (we will not take up references before short-listing nor without your express consent).

Please note, your cover letter should be used to tell us how you think you meet the requirements in the person specification. Ensure that you draw particular attention to experience, skills, achievements and knowledge gained in past employment or other activities which are relevant to the job and give examples to support what you say. Your CV and your cover letter should each be no more than 2 sides of A4. Your application should be emailed to jobs@fourthmonkey.co.uk.

Audio

An audio application can be made by emailing an .MP3 audio file of your cover letter / suitability to the role. A verbal summary of your relevant experience can be given in place of a CV. Audio should be clear and easy to hear and understand. To submit an audio application email the file to jobs@fourthmonkey.co.uk with the role title and your name included in the subject line. If the file is large please use a file sharing site such as www.wetransfer.com.

Video

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Applications regarding the role should be emailed to jobs@fourthmonkey.co.uk by the deadline of **12PM FRIDAY 9th MAY 2025**.

PLEASE NOTE: **INTERVIEWS WILL BE CONDUCTED ON A ROLLING BASIS WITH FINAL INTERVIEWS WEEK COMMENCING MONDAY 20th May 2025**

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WE ARE FOURTH MONKEY

Established in 2010 to provide a fresh and dynamic approach to professional actor training and challenge the status quo of traditional conservatoire schools. Fourth Monkey is also a critically acclaimed Ensemble Theatre Company renowned for its visually stunning and compassionate storytelling.

Our undergraduate and postgraduate courses are designed to reflect the reality of the performing arts. The unique Fourth Monkey curriculum of **ACT. MAKE. MOVE. COLLABORATE.** embraces artistic innovation to ensure our students are trained as artists as well as actors and as such given the tools and opportunity to succeed in the industry in which we operate.

The goal of Fourth Monkey was, and will always be - to create a world ignited by a visceral cacophony of bold, diverse voices and, since its inception, we believe that we have gone some way towards making that happen. We are not there yet and neither is the industry, but we are genuinely striving to change the industry within which we work to be a better and more inclusive space for everyone.

We believe in providing clear pathways for people to participate in the Performing Arts and to receive an education. We believe this is a positive way to create true societal change.

OUR VISION is to create societal and cultural change through performance and training excellence.

OUR MISSION is to revolutionise the arts through innovative actor training, performance excellence and collaboration.



"Fourth Monkey are at the forefront of a significant change within the industry, a change that is seeing actors evolve into artists to enable themselves a self-sustainable and varied career in an industry that requires this adaptability and dexterity to flourish."

STEVE GREEN

Artistic Director & CEO

