

# HEAD OF ACADEMIC SERVICES

## 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 & JOINT CEO**



# JOB DESCRIPTION

## HEAD OF ACADEMIC SERVICES

*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 delivers higher education undergraduate and postgraduate learning in performing arts to an industry-leading standard. Our primary goal is to guide and support our students on their journey to launching successful, sustainable careers. From application to graduation, we're committed to providing the necessary support and guidance to help them realise their full potential.

As the Head of Academic Services, you will be responsible for overseeing all aspects of the academic department, ensuring smooth operations and fostering an effective, positive learning environment. This role involves direct line management of the Academic Services and Student Services team as well as collaborating with the other departments to uphold academic and company standards. Reporting to Senior Management, you'll play a crucial role in formulating reports, monitoring performance metrics, implementing and overseeing academic policies to achieve our objectives.



This is a senior role within the organisation and the successful candidate will be a leading member of the leadership team. The role will require previous experience in a comparable management position in an academic setting, with extensive knowledge of Higher Education regulatory frameworks, policies and procedures.

The Head of Academic Services is responsible for managing, developing and strengthening Fourth Monkey's academic and student support services, quality assurance and enhancement.

The Head of Academic Services acts as the expert in academic standards, oversight, programme management, student services and academic quality & compliance for the organisation and as such undertakes a senior responsibility within the smooth operational and administrative management of the organisations day to day operations.

This role is about driving student success.



# TERMS & CONDITIONS

<b>Job Title:</b>	Head of Academic Services
<b>Contract:</b>	Full Time (1.0 FTE)
<b>Starting Salary:</b>	£40,000-44,000 pa starting salary dependent on experience
<b>Place of Work:</b>	The Monkey House, London N7
<b>Hours of Work:</b>	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
<b>Probation:</b>	All new employees are required to undertake a period of probation for 3 months
<b>Responsible to:</b>	Director of Training
<b>Key Relationships:</b>	Academic Services Officer, Academic Administrator, Student Services & Welfare, Student Representatives, Heads of Department
<b>Annual Leave:</b>	Annual leave is 32 days per year, inclusive of paid bank holidays
<b>Pension:</b>	All staff will be automatically enrolled into a work Pension Scheme as part of our requirement to meet automatic enrolment legislation
<b>Benefits:</b>	Fourth Monkey offers a cycle to work scheme and subsidised welfare support for all staff

# KEY RESPONSIBILITIES

## ACADEMIC MANAGEMENT

- Oversee the academic management of all academic activity, including best practice in curriculum delivery, student assessment, and adherence to academic standards
- Monitor delivery and assessment ensuring quality teaching and compliance with established academic guidelines
- Coordinate with relevant teams to collect course progression reports and populate regular reports on student performance
- Populating monthly report for Director of Training where performance of the staff and students based on each cohort need to be highlighted

## TEAM MANAGEMENT

- Lead, motivate and develop relevant staff providing clear objectives and managing performance against these to ensure staff are appropriately motivated and trained to carry out their responsibilities to the required standards
- Resolve staff queries and concerns related to academic operations and student services fostering a collaborative working environment

## PERFORMANCE MONITORING AND REPORTING

- Regularly monitor performance indicators such as retention rates, progression rates and academic standards
- Formulate monthly reports on departmental performance for presentation to the Senior Management Team, highlighting achievements and areas for improvement and development

## POLICY IMPLEMENTATION

- Write, implement, oversee and manage academic policies and procedures mandated by Senior Management and HE partners to ensure consistency and compliance with OfS regulations across academic operations
- Stay updated with regulatory requirements and industry best practices to inform policy decisions

## EXAMINATION MANAGEMENT

- Ensure timely administration of assessments, marking, and grade reporting in accordance with academic calendars and partner university requirements
- Conduct internal assessment boards as necessary to assess student performance and maintain academic integrity

# QUALIFICATIONS & EXPERIENCE

## REQUIRED

- Degree in education, business administration, or related field
- Experience of working within, and substantial knowledge of, the higher education (or related) sector
- Proven experience in educational management, preferably in similar role
- Strong leadership and interpersonal skills, with the ability to inspire and motivate others
- A successful track record of developing and translating strategic plans and decisions into operational practice
- The ability to think and act strategically and to work both consultatively and at pace
- Excellent organisational and problem-solving abilities
- Sound knowledge of safeguarding policies and procedures
- Effective communication skills, both verbal and written
- Ability to remain calm and composed in high-pressure scenarios
- Familiarity with relevant regulations and compliance standards in the higher education sector
- Commitment to promoting positivity, equity and inclusion within the school community

## SKILLS

### REQUIRED

- Management experience in an academic environment
- Communication skills, both written and verbal; understanding of data privacy standards; 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 policies, procedures, data processing and reporting including OfS regulatory frameworks and guidelines

## 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 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](mailto: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](mailto: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](http://www.wetransfer.com).

## Video

A video application can be made by emailing a .MP4 or .MOV video file of your cover letter / suitability to the role. A verbal summary of your relevant experience can be given in place of a CV. There is no dress code for video applications. To submit a video application email the file to [jobs@fourthmonkey.co.uk](mailto: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](http://www.wetransfer.com), or upload a private video to a hosting site such as YouTube, and send the link for viewing

Applications regarding the role should be emailed to [jobs@fourthmonkey.co.uk](mailto: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**

# APPLICATION PROCESS

The process has two to three stages:

- An application
- Interviews for shortlisted candidates
- Second round interviews for further shortlisted interviewees if deemed necessary

## HOW WE ASSESS YOUR APPLICATION

- Each application is assessed by team leaders of the department you are applying to - typically a manager with a knowledge of the requirements of the role (Requirements are outlined in the above sections of this pack)
- The assessor team will determine a shortlist of candidates for interview
- You will be notified by email if you are shortlisted for an interview. Interviews take place in-person or online using Zoom
- The interview will be conducted by 1 or 2 interviewers who have a knowledge of the requirements of the role. They will assess your interview with a mixture of comments and scores for how closely they think you meet the requirements of the role
- If deemed necessary, a second interview will be conducted and will be an opportunity to discuss a particular area of the role in more detail
- Due to the volume of applications received, we regret that we are unable to notify applicants that are not successful at the application stage or provide feedback

## IF YOUR APPLICATION IS SUCCESSFUL

- You will receive an offer by phone & email, confirming the terms and other relevant information
- You will be invited to discuss any access requirements you have so we can discuss what adjustments can be made together
- You are welcome to ask any further questions prior to accepting the offer
- After you accept your offer, you will be sent a contract to sign and any other relevant information

## SUPPORT

If you require help with your application or a status update you may contact us by:

- Email: [jobs@fourthmonkey.co.uk](mailto:jobs@fourthmonkey.co.uk)
- Phone: +44 (0)207 281 0360

We aim to reply to all enquiries within 7 days.

# 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 & Joint  
CEO**

