

<b>Job Title</b>	Widening Participation Officer (Student Recruitment)
<b>Department</b>	Registry
<b>Grade</b>	D, Level 2
<b>Hours of work</b>	35 hours per week. Generally, the role holder will work normal office hours based at the School. However, the role holder will need to be flexible with their hours as s/he will be expected to travel to (i) recruitment fairs (within the UK), (ii) our junior satellite locations, and (iii) meet with school and local arts representatives. This will, on occasion, involve working outside of normal office hours including at weekends.
<b>Location</b>	Guildhall School of Music & Drama
<b>Responsible to</b>	Assistant Registrar (Admissions and Enrolment) and Academic Registrar
<b>Responsible for</b>	N/A

### Context

The Guildhall School of Music & Drama is the only major European conservatoire that is both a music school and a drama school and also pre-eminent in stage management, technical theatre and music therapy. The reputation of its teaching, and increasingly its research, is unrivalled and its graduates consistently succeed at the highest levels of their chosen profession.

The School currently numbers just over 1000 higher education students, with circa 600 undergraduate students, and 420 taught postgraduate and research students.

The Registry provides support services to applicants, students and staff across the whole student life cycle – from admissions to graduation. It is responsible for the School’s student-related HESA and HESES returns, including the Key Information Sets (KIS) and the Access Agreement and annual monitoring return.

Working closely with the academic departments and the Guildhall Young Artist Division, this role will assist academic departments in the recruitment of students from under-represented groups.

### Purpose of post

The focus of this role will to initiate and support efforts across the School to increase participation in the School’s higher education programmes from students from under-

represented groups within the United Kingdom (specifically those from Black Minority Ethnic Groups, State Schools, and low participating neighbourhoods). Specifically:

1. to analyse and understand the School's current applicant and new entrant profile and to monitor in detail changing patterns within that profile,
2. to assist the new Young Guildhall Artists (under 18's) Division and the Music and Drama departments in converting existing interactions with under-eighteens, and general enquiries from under-represented groups, into applications,
3. to build on the state school links already established within the Young Guildhall Artists Division, and
4. to forge new links with state Schools particularly those with specialisms in the performing arts.

### **Main duties and responsibilities**

The following duties are not shown in order of priority or frequency, nor is the list exhaustive, but rather an indication of the type and level of duties expected of the post holder. The role holder will be expected:

#### **1. Internal Liaison**

- a) To meet regularly with key academic colleagues in the School to understand the degree programme offer and changes and new developments as they arise;
- b) To work closely with staff in the Young Guildhall Artist Division (Creative Learning, Junior Guildhall and the Centre for Young Musicians) to promote the School's higher education programmes and encourage applications from their under-18 participants;
- c) To attend events and activities organised by the Young Guildhall Artist Division as a visible student recruitment presence;
- d) To assist the Young Guildhall Artist Division in maintaining and developing mutually supportive relationships with schools and community groups working with young people;
- e) To work closely with Enterprise staff to use Enterprise opportunities and activities to promote the School's higher education programmes;
- f) In liaison with the Marketing Team, to use enquiry management to target information at prospective applicants.

#### **2. Schools' Liaison**

- a) To utilise existing links from the Young Guildhall Artist Division, and build new, links with potential feeder schools in the City, Fringe and London Gateway Boroughs;
- b) To identify potential links to feeder schools from within other City of London departments;
- c) To promote the School's degrees programmes and Summer School assisted places to these schools. Promotion may involve attending feeder school events, and giving presentations to, or leading sessions for, young people;
- d) To record these links and interactions in Raisers' Edge and monitor them to inform future activities.

#### **3. Student recruitment**

To work closely with the staff in Registry, Marketing, and the Departments to:

- a) attend open days and other School events/ activities to promote the School's undergraduate degree offer, utilising, developing and initiating activities for the promotion of the School's undergraduate degree offer;
- b) attend UCAS and similar UK recruitment fairs/exhibitions on behalf of the School;

- c) attend academic department roadshows/tours within the UK to support undergraduate student recruitment;
- d) create a package of promotional material relevant to under-represented groups
- e) to identify suitable arts groups and clubs to which to send promotional material or invite members to recruitment events.

#### **4. Data Analysis**

- a) To interrogate the SITS database, to analyse and understand the School's current applicant and new entrant profile and to monitor in detail changing patterns within that profile to inform the development of student recruitment activities and annual Access Agreement reporting.
- b) To interrogate demographic statistics published for boroughs and schools to understand the target audience and plan school liaison accordingly.

#### **5. Access Agreement and Strategy for Student Success**

- a) To contribute to the development of the School's Strategy for access and student success (including the Access Agreement) by completing and submitting documentation to government bodies (eg OFFA/HEFCE) notably, but not limited to, the annual Access Agreement revision.
- b) To monitor departmental activities across the School that contribute to the School's Strategy for access and student success, collating and compiling information for report annually to the Senior Management Team and Board of Governors and for the annual monitoring return to OFFA/HEFCE.

#### **6. Development**

- a) To attend sector Widening Participation events (eg seminars, consultations, briefings) to create useful professional networks;
- b) To monitor sector developments and good practice to inform School recruitment activities and processes.

#### **7. Other**

- a) Actively to seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
- b) Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
- c) To undertake any other duties that may reasonably be requested appropriate to the grade.

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<b>Department</b>	Registry, Guildhall School of Music & Drama
<b>Grade &amp; Level</b>	Grade: D Level: 2
<b>Trent Position Number</b>	

Please find below the key skills and core behaviours required to undertake this post.

**Essential**

- Educated to degree level
- Strong experience of school liaison promoting educational programme opportunities in higher education institutions
- Detailed knowledge of current national widening participation and fair access policy and practice
- Sound knowledge of cultural diversity, social inclusion and equality issues and the ability to work in an environment with a wide and diverse audience in a higher educational setting
- Proven ability to design and deliver bespoke sessions and presentations to young people, particularly young people in Years 10 to 13.
- Excellent IT skills (Word, Excel, and PowerPoint) and the ability to learn new software packages easily
- Experience of educational databases (preferably SITS and/or Raisers' Edge)
- Excellent interpersonal skills, with the ability to communicate effectively orally with people at all levels from young people to heads of academic departments and schools, education bodies, etc.,
- A high standard of written English in order to write promotional or marketing material
- A good standard of numeracy with the ability to understand graphs, data tables and other numerical expressions.
- Willingness to undertake a Disclosure and Barring Service (DBS) check. *Appointment to the role will be subject to a satisfactory DBS check.*
- Self-motivated, self-starter with a calm and professional approach
- Excellent attention to detail.
- A commitment to delivering excellent customer service
- Ability to work flexibly and to deadline.

**Desirable**

- Experience of school liaison in the London area
- An active interest in the arts

In the event that there is a large number of applicants, the selection for interview will be based on those applications that demonstrate the applicant meets the desirable skills, knowledge and experience in addition to the essential.

**Core Behaviours (Level 2)**

**Planning and Organising...** Managing time, competing priorities and resources in a structured way.

- Plans ahead to ensure agreed deadlines are met
- Changes priorities and switches between tasks without losing sight of deadlines
- Monitors plans and progress, taking corrective action where needed
- Pro-actively keeps relevant stakeholders informed of plans and updates them when things change

**Analysis and Problem Solving...** Analysing information logically, drawing on one's knowledge and experience base and calling on other references and resources as necessary to generate appropriate and/or creative solutions.

- Identifies the component parts (facts, characteristics, qualities, concepts, environment etc) that need or potentially need to be considered in resolving a problem
- Goes beyond the more obvious considerations to include those that may not at first appear directly relevant to the issue or problem
- Applies common sense along with more formal analytical techniques to keep issues in perspective
- Learns from errors, putting in place systems and processes to ensure problems don't reoccur

**Team Working...** Using appropriate interpersonal skills and working cooperatively to contribute to the development and management of positive and cohesive teams and partnerships within CoL and beyond.

- Asks for feedback about own behaviour and style, adapting approach accordingly
- Takes an interest in the 'person' as well as their work
- Willingly shares ideas, resources and information with others
- Offers assistance to colleagues under significant pressure or stress

**Accountability...** Being responsible for one's own actions, seeing things through, doing what we say we will.

- Manages time and workload effectively
- Takes responsibility for delivering own work without unnecessary supervision
- Takes quick action to address problems either individually or through involving others
- Accepts constructive feedback and adapts actions/behaviour accordingly

**Learning Focus...** Continually learning and improving own knowledge and understanding. The ability to assimilate and apply new information and the lessons of experience.

- Seeks out learning opportunities from own profession, experience, books, technology and people
- Asks questions to build understanding and knowledge

- Identifies and takes opportunities to learn and develop beyond own role requirements
- Pursues self-development opportunities

**Customer Focus...** Understanding and responding to customer needs (either internal or external customers), demonstrating a passion for high quality customer service, and placing the customer at the very heart of what we do at CoL.

- Is passionate about delivering the highest possible service to internal and/or external customers, willingly ‘going the extra mile’
- Spend time with and/or ‘puts oneself in the shoes of’ customers in order to think through appropriate processes, paperwork and face to face interaction
- Is committed to continuous improvement of services, sharing ideas with manager and colleagues
- Readily readjusts priorities to respond to pressing and changing customer demands

### **Recruitment – Note to Applicants**

*These key skills and core behaviours will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address each of these on the application form on the section for supporting information.*

*Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.*



## Summary of Terms and Conditions of Employment

Job title: Widening Participation Officer  
Department: Guildhall School of Music & Drama

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

### **Salary**

The salary range for this job is £32,760 – £37,110 per annum inclusive of London Weighting depending on experience/performance. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

New appointees will normally be placed on the bottom of the pay scale.

### **Contract**

The job is offered on a permanent basis.

### **Hours of Work**

Normal office hours are 35 hours per week, excluding lunch breaks, Monday to Friday, but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

### **Frequency and Method of Payment**

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

### **Annual Leave**

There is a minimum entitlement of 28 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

## **Sickness Absence and Pay**

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

## **Pension**

You will automatically be admitted to the City of London Corporation's Pension Scheme if you have a contract of employment for more than 3 months. Employees contribute between 5.5 and 12.5% of their pensionable pay to the scheme, depending on salary. If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

## **Continuous Service**

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

## **Probationary Period**

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

## **Notice Period**

One month notice by either party after satisfactory completion of probationary period.

## **Learning and Employee Development**

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

- **Employee Volunteering Programme**

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.





## The Guildhall School of Music & Drama

Rated No. 1 specialist institution in the UK by the Guardian University Guide 2013 and 2014, the Guildhall School is one of the world's leading conservatoires and drama schools, and one which is pre-eminent in technical theatre, professional development and music therapy. A thriving Junior Guildhall, the recent addition of the Centre for Young Musicians and a range of summer schools and short courses further complement the outstanding opportunities available. Long recognised as a centre of excellence, the School has been twice-honoured by consecutive Queen's Anniversary Prizes; in 2005 for its unrivalled development and outreach programme, Guildhall Connect, and in 2007 in recognition of the achievements and work of the School's Opera Programme over the last two decades.

Since its founding in 1880, the Guildhall School has stood as a vibrant showcase of the City of London Corporation's commitment to education and the arts. Situated in the heart of the City, the School moved to its present premises in the Barbican in 1977 solidifying a unique link with both Europe's largest arts and conference centre, including the Barbican Hall and the Pit Theatre, and the world-class London Symphony Orchestra. The reputation of the teaching and research across all the disciplines in the School is unrivalled. Students experience working in a professional context to professional standards with an exemplary pool of outstanding artists who work with us as directors, conductors, coaches and tutors. The School's graduates consistently succeed at the highest levels of their chosen profession.

The School currently numbers almost 900 students on its roll call, approximately 700 of whom are undergraduate and postgraduate music students and 175 on the Acting and Technical Theatre programmes. In any given year, about 40% of the students are from outside the UK, typically representing over 50 nationalities.

The Guildhall continues to enhance its programmes and contribute to the cultural life of the City by forging even stronger ties not only with the Barbican Centre and the LSO, but also partnerships with the BBC Symphony Orchestra, the Royal Opera House and Academy of Ancient Music.

The most significant investment in the Guildhall School for 36 years was recently unveiled: the £90 million redevelopment of the neighbouring Milton Court site. The new building houses three new performance spaces: a concert hall (608 seats), a theatre (223 seats) and a studio theatre (up to 128 seats) in addition to high quality drama teaching and administration spaces. Following the opening of Milton Court in September 2013, the Guildhall's facilities at long last match the outstanding quality of its training and the success of its graduates.