



JOB DESCRIPTION



Job Title	Senior Policy and Operations Officer
Department	Registry
Grade	D, level 2
Hours of work	35 hours per week. Given the customer-service orientation of the role and the department, the role holder will be required to work normal office working hours and be physically present in the office at least 3 days a week. However, some flexibility may be required to vary the hours of work to accommodate, on occasion and by arrangement, a later start and finish time; any agreed working at home arrangements would only commence on completion of probation.
Location	Guildhall School (Silk Street and Milton Court)
Responsible to	Head of Registry Services

Purpose of Post

To provide a high level, professional higher education administrative support service to the whole School community in respect of operational and policy matters that support the academic infrastructure and the maintenance of academic standards. The role holder will ensure that School processes are designed and developed in accordance with higher education expectations and good practice, with particular reference to the UK Quality Code for Higher Education.

Main Duties & 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.

1. Academic policy and policy in respect of the student experience

- a) To co-ordinate annual whole-School engagement with the drafting, reviewing and updating of student-related policy documentation and ensuring appropriate approval through the Operations Board or Academic Board.
- b) To lead on (HE) student consumer protection policy and processes and ensure that the relevant parts of the School's website are kept up-to-date.
- c) To advise and signpost staff and student representatives to relevant policies and procedures.
- d) To attend external training and consultation events, drafting School responses to sector consultations.

2. External examiners, external peers & student reviewers

- a) To manage the nomination and appointment of external examiners in accordance with the UK Quality Code for Higher Education. Prompting departments for nominations and taking them through the approval process, sending out appointment letters and arranging induction sessions with the academic departments, monitoring the receipt of external examiner reports and formal departmental responses to the reports, record keeping, and undertaking the payment of fees and expenses.
- b) To manage, in accordance with the UK Quality Code for Higher Education, the nomination and appointment of external peers (for the Academic Board and (re)validation events) and student reviewers (for (re)validation events). Prompting departments for external peers nominations and taking them through the approval process, advertising student reviewer positions, sending out appointment letters and relevant correspondence/paperwork, record keeping, and undertaking the payment of fees and expenses.
- c) To develop, in conjunction with the Assistant Registrar (Student Database), the EEX, EEA and EEQ functionality within the SRS module of the SITS database to record and manage the appointments noted in (a) and (b) above.

3. Graduation

To lead, manage and co-ordinate the preparations for the School's annual graduation ceremonies, including but not limited to:

- Liaison with Mansion House, Principal's Office and Chair of Board of Governors
- Liaison with external suppliers – robing, photography, caterers, gold medal suppliers
- Ensure appropriate marketing, booking and confirmation system in place for graduands
- Oversee production of graduation brochure
- Recruit and train stewards
- Monitor budget
- Service Graduation Working Group

4. Committee support

- a) To be the committee secretary for the Operations Board, the lead administrative committee for the School, preparing the agenda in liaison with the Secretary & Dean of Students and Head of Registry Services, preparing the papers (including researching and writing papers) and providing advice on committee procedures.
- b) To service ad hoc working groups, including agenda and paper preparation, minute taking, and drafting reports as required.

5. Student feedback surveys

- a) To manage the completion of the National Student Survey, including liaison with the relevant government agency, the submission of data to the deadline, internal promotion, regular participation reports to the Senior Management Team, and the data analysis of results for report to the Senior Management Team, Programme Boards, Academic Board and the Board of Governors including information on comparative performance in respect of key competitors
- b) To manage the completion of the Whole School Survey; including liaison and consultant with staff and students, setting up/amending the survey annually using Survey Monkey, internal promotion, regular participation reports to the Senior Management Team, and the data analysis of results for report to the Senior Management Team, Programme Boards, Academic Board and the Board of Governors.

- c) To manage and execute the annual “You said/We did” campaign to inform students of the results of the surveys and the actions plans of the departments.

6. Key information for Unistats (or successor)

- a) To manage the completion of the Unistats statutory return, compiling programme and service data from across the School for the annual Unistats return to HESA (Higher Education Statistics Agency) to be submitted to a strict, externally fixed deadline.
- b) To liaise with the Student Returns Officer to ensure that the technical requirements to receive the data and submit the return are ready in good time.
- c) To analyse the comparative Discover Uni data, as published on the government Discover Uni website and in league tables, for significant standards, discrepancies and trends that may impact the School’s reputation and report to the Academic Board.

7. Quality Matters

- a) To prepare and draft the following annual publications, liaising with contributors from across the School, the Marketing Office, and external designers and printers where relevant:
 - Student Handbook
 - External Examiner Handbook
 - School committee calendar
- b) The role holder will assist, as part of the Registry team, with any internal or external quality audits as they arise.
- c) The role holder, in conjunction with the Students’ Union President and the Student Life Officer, will identify and train student programme representatives regarding School policies and quality assurance processes

8. Registry Office Management

- a) To support the Head of Registry Services by way of meetings management and room bookings, raising requisitions on the iprocurement system, and invoice processing, etc.
- b) To provide line-management to the Cross-Departmental Admissions Officer through day-to-day management, objective setting and appraisal, and professional development.
- c) To maintain Registry external and internal web pages
- d) To attend Communications Group on behalf of Registry
- e) To be responsible for management of the Registry inbox
- f) To manage the student filing system and the annual update/archiving process for Registry
- g) To assist with core Registry tasks including but not limited to:
 - enrolment
 - room bookings and hospitality for registry-related events
 - providing cover for other tasks in the absence of a colleague.

9. Student Casework

- a) To provide advice and guidance relating to regulatory matters

- b) To manage specific student regulatory activity (including minor breaches of the code of conduct and academic appeals at all stages), undertaking investigations, organising panels, taking notes, drafting correspondence and keeping thorough notes as required.
- c) To oversee the annual staff casework pool and records and, alongside the Head of Registry Services, provide training materials for colleagues
- d) To provide data relating to student casework for Freedom of Information requests to comply with legislative requirements.

10. Other

- a) Actively 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.

Recruitment – Note to Applicants

The qualifications, experience and technical skills 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 the criterion marked as (A) on your application form in 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: Senior Policy and Operations 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 £36,060 - £40,750 per annum pro-rata including inner London weighting, depending on experience. 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 pro-rata, 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

Two months notice in writing by either party after satisfactory completion of the 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

Selected as one of the top ten institutions for performing arts in the world (QS World University Rankings 2016) and the top-rated conservatoire in the Guardian University Guide 2017 league table for Music, the Guildhall School is one of the world's leading conservatoires and drama schools, offering inspiring undergraduate and postgraduate training in the performing arts. A thriving Junior Guildhall, the recent addition of the Centre for Young Musicians, a Creative Learning outreach division and a range of summer schools and short courses further complement the outstanding opportunities available.

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 performance and learning partnership with Europe's largest arts and conference venue, the Barbican Centre, and its resident orchestra, the world-class London Symphony Orchestra. The School has also developed partnerships with three other key organisations - the BBC Symphony Orchestra, the Royal Opera House and the Academy of Ancient Music - organisations that contribute significantly to our programmes of study and provide Guildhall students with many exciting opportunities.

The reputation of the teaching and increasingly the research across all the disciplines in the School is unrivalled. Students experience working in a professional context to professional standards, drawing on a pool of outstanding world-renowned artists who work with us as directors, conductors, coaches and tutors. Our graduates consistently succeed at the highest levels of their chosen profession.

The School has just over 900 students on its roll call, approximately 750 of whom are Music students and 180 in Acting and Technical Theatre. We welcome applications from across the globe: in any given year, about 40% of our students are from outside the UK, typically representing over 50 nationalities. And we enrol students from all backgrounds, offering over £2 million in scholarships each year.

In autumn 2013, the most significant investment in the Guildhall School for 36 years was unveiled: the £90 million redevelopment of our neighbouring Milton Court site. This state-of-the-art building, an addition to our existing Silk Street facilities, houses three new performance spaces: a world-class concert hall (608 seats), theatre (223 seats) and studio theatre (up to 128 seats), as well as high quality teaching and administration spaces. With the opening of Milton Court, the Guildhall School's facilities at long last match the outstanding quality of our training and the success of our graduates.