



JOB DESCRIPTION



Job Title	Production Arts Administration Manager (Records & Assessments)
Department	Production Arts – Production Arts & Drama Administration
Grade	D
Location	Guildhall School of Music & Drama
Responsible to	Deputy Head of Production Arts & Drama Administration (Programmes)
Responsible for	Production Arts & Drama Administration Assistant

The Guildhall School of Music & Drama

The Guildhall School of Music & Drama is one of the world's leading conservatoires, offering musicians, actors and production artists an inspiring environment in which to develop as creatives and professionals.

Production Arts & Drama Administration Office

The Production Arts & Drama Administration Office provides effective support for all programmes in the Drama and Production Arts Departments. The Production Arts department at Guildhall School has long been recognised as providing some of the most innovative vocational theatre training in the UK and beyond. The Production Arts Department currently offers two undergraduate programmes and one postgraduate programme covering areas such as Stage Management, Costume, Theatre Technology, Design Realisation, Video Design and Collaborative Theatre Production. Each year the department normally has around 125 students on its degree programmes.

Purpose of Post

To provide detailed guidance to staff and students and ensure compliance with the FHEQ, the Quality Assurance Agency's UK Quality Code and School policies.

To be responsible for maintaining accurate student records relating to attendance and assessment and implement and maintain robust quality assurance mechanisms to monitor the effectiveness of systems and ensure administrative processes are compliant with best practice in the sector and aligned with the expectations of the Office for Students.

To allocate work and determine priorities for the Production Arts & Drama Administration Assistant in consultation with the Drama Administration Manager (Records and Assessment) and Deputy Head of Production Arts & Drama Administration (Programmes).

To ensure that service provided are efficient, effective and continually improved, with the standards of service meeting the needs and expectations of the Production Arts Department and the School.

Key Relationships

- Deputy Head of Production Arts & Drama Administration (Programmes) – Line Manger
- Head of Production Arts & Drama Administration
- Vice-Principal & Director of Production Arts
- Production Arts Faculty
- Quality Assurance Officer (Assessments and Progression)
- Head of Registry

- ASIMUT Manager
- Head of Student Affairs
- Production Arts Students

Main Duties & Responsibilities

Management and Supervision

- Allocate work and determine priorities for the Production Arts & Drama Administration Assistant in consultation with the Drama Administration Manager (Records and Assessment) and Deputy Head of Production Arts & Drama Administration (Programmes).
- To ensure that training activities in the use of assessment and records systems and processes are developed and delivered to new and existing users in the Drama Department.
- Ensure that services provided to Production Arts are efficient, effective and continually improved, with the standard of service meeting the needs and expectations of the Production Arts Department and the School.
- To develop effective working relationships with Faculty and professional services staff through both formal groups and informal contact, developing proposals for change and establishing their needs to determine the direction of new developments.

Records Administration

- Manage and maintain accurate student records in accordance with relevant regulations, systems and processes and utilising specialist knowledge of the Data Protection Act (2018), data protection principles and internal School policy on the retention of student records and information.
- Lead and manage on maintaining accurate records of student attendance and participation, liaising with appropriate academic staff to monitor and take action as appropriate, ensuring compliance with UKVI regulations and guidelines, regulations, guidelines and School policy at all times.
- Be responsible for ensuring that documentation relating to intermissions of study and withdrawals is received where appropriate and maintain accurate records.
- Draw upon a sound knowledge of the Equality Act (2010) to manage and disseminate information relating to students with disabilities and learning support arrangements, ensuring that where appropriate discretion and confidentiality is maintained at all times.
- Ensure attendance reports are followed up on with Programme Leaders and make sure intervention from the Programme Team is carried out with students whose academic progress is at risk.
- Provide accurate reporting to Programme Leaders and other stakeholders in relation to student attendance and progress as required.
- Develop documentation and training materials for staff on student attendance recording and reporting.
- Provide advice and guidance to Programme Leaders regarding Special Schemes of Study for students where, for good reason, a variation in the curriculum is required.

Assessment Administration

- Lead in the development and implementation of assessment policies and processes, including staff and student guidance on assessment and feedback and highlight any areas of risk for further action.
- Provide detailed guidance to staff and students to contribute to the development and enhancement of assessment regimes, drawing on a specialist body of knowledge, including a sound understanding of the Framework for Higher Education Qualifications (FHEQ) and other guidance including School policies and regulations concerning the delivery and conduct of assessments.
- Be responsible for producing and maintaining the annual assessment timetable for the Production Arts Department to include all assessment dates, marking deadlines and Assessment Board dates and ensure that all published deadlines are adhered to.
- Lead and manage the assessment submission process both in person and online via the School's Virtual Learning Environment (Moodle), ensuring robust processes are in place for online marking and feedback to students.
- Manage the integrity of departmental assessment processes, ensuring all marks, results and assessment decisions are recorded accurately on the departmental records database and the student information system (SITS).
- Manage clear and effective lines of communication with External Examiners to enable them to provide input into the Assessment Boards.
- Manage all matters relating to the substitution of professional work for final year Production Arts students, ensuring compliance with the relevant programme and assessment regulations.
- To lead on student work placements undertaking all necessary checks and advising on applications and all relevant policies and procedures and regulatory requirements and being the point of contact for any students during their work placement.
- Ensure effective communications are in place and act as the main point of contact for work placement providers, liaising with the City of London's Insurance team as necessary to ensure students are appropriately insured for any off site work.
- Maintain an overview and manage assessment materials as required in collaboration with the Programme/Module Leaders, including maintaining up to date information on the Virtual Learning Environment.

Committee Servicing and Membership

- Act as Secretary to student progress meetings for departmental cases, to draft documentation and offer complex advice on complex student cases so as to support effective departmental governance and decision-making in accordance with School policy.
- Act as Secretary to the Programme Assessment Board preparing and producing clear and accurate documentation setting out results and awards which is compliant with the requirements of the Office for Students.
- Act as Secretary to the Production Arts Programme Board ensuring administrative processes compliant with best practice in the sector and aligned with the expectations of the Office for Students and the Quality Assurance Agency's Quality Code.

- Prepare and present student extenuating circumstances to the Extenuating Circumstances panel, ensuring tact and discretion are maintained at all times and outcomes are clearly communicated.
- To participate as a member of relevant School boards, deputising for the Deputy Head of Production Arts & Drama Administration when necessary.
- Participate in working groups as required, and, where appropriate, lead and manage working groups to deliver specific developments.

General

- Work with both internal and external contacts to increase industry knowledge and provide detailed administrative guidance and support for students preparing to undertake graduate careers in the creative arts profession.
- Lead on the administrative aspects, and liaise with Marketing as appropriate, on final year students' external facing profiles, including online CV's, website updates, Graduate Exhibition Booklet.
- 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.
- 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.
- Undertake any other duties that may reasonably be requested appropriate to the grade.

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Please find below the key skills and experience required to undertake this post. Evaluation of these will take place at application (A), interview (I) or by means of a test (T)

Technical Skills / Professional Qualifications / Relevant Education & Training

Essential

- Educated to degree level or equivalent. (A)
- Very good knowledge and understanding of student records and assessment processes in UK Higher Education and any associated legislation or guidelines which govern these. (A/I/T)
- Very good knowledge of current academic regulatory processes through associated statutory and regulatory bodies such as OfS and QAA. (A/I)
- Very good working knowledge and understanding of academic records systems (for example SITS). (A/I)
- Ability to develop processes and procedures in respect of student records and assessment and student work placements according to regulatory and organisational requirements. (A/I)
- Excellent oral communication and interpersonal skills. (A/I/T)
- Excellent written communication skills. (A/I/T)
- Excellent numeracy skills with the ability to manipulate complex sets of data. (A/I/T)
- Ability to supervise staff, and to prioritise, allocate and monitor work effectively. (A/I)
- Strong team-player with excellent cooperative and supportive skills. (A/I)
- Excellent attention to detail in all areas of work. (A/T)
- Proven ability to manage confidential data and be sensitive to the needs of multiple stakeholders. (A/I)
- Proven time management skills and the ability to multi-task and prioritise workloads to meet challenging deadlines. (A/I/T)
- Flexible, adaptable and positive with a proactive approach to work with exceptional customer service skills. (A/I)
- High level of proficiency in Microsoft Office suite, with excellent Excel skills. (A/I/T)

Experience Required

Essential

- Significant experience of working in a HE institution in a role advising on statutory, regulatory and organisational requirements in respect of academic processes to include student records and assessment. (A/I/T)

- Experience of the review, development and implementation of policy and processes in a HE setting and in particular those in relation to student records and assessment. (A/I)
- Experience of using specialist academic systems such as SITS and ASIMUT within a Higher Education environment. (A/I)
- Significant experience within current Higher Education of administering assessments. (A/I)
- Experience of supervising staff. (A/I)

Desirable

- A strong desire to work within a creative environment (A/I)
- Experience of professional theatre practices and knowledge of the creative industries (A/I)

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: Production Arts Administration Manager

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 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 12 Months Fixed Term Contract basis.

Hours of Work

Normal office hours are 35 hours per week, excluding lunch breaks, Monday to Friday with some occasional weekend working 9.30am – 5.30pm, excluding lunch breaks.

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

Two months 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.