



## JOB DESCRIPTION



<b>Post</b>	Music Admissions Manager
<b>Department</b>	Music Office – Guildhall School of Music & Drama
<b>Grade</b>	D
<b>Location</b>	Guildhall School of Music & Drama
<b>Responsible to</b>	Deputy Head of Music Administration (Admissions and Assessment)
<b>Hours</b>	Full-time (35 hours per week exc. breaks)

### Purpose of Post

The post will provide management and organisational assistance to the Deputy Head of Music Administration (Admissions and Assessments) at the highest international level, comprising comprehensive administrative provision, excellent customer service and internal support for the organisation, and management and administration of an effective and efficient admissions service for the music department of the Guildhall School of Music & Drama. The post holder will actively organise administration in relation to applications, auditions, admission and enrolment of students across all programmes in the music department. The post holder will aim to enhance the reputation and diversity of the music department and to promote the Guildhall School both nationally and internationally as a centre for innovation and excellence.

### Main Duties & Responsibilities

1. Under the overall direction of the Deputy Head of Music Administration (Admissions & Assessment), to effectively manage the planning, scheduling and delivery of all aspects of the application and audition process (and all related processes and procedures) within the music department, including departmental adherence to the admissions and auditions policy across music's 10 departments, 7 programmes, and 407 unique study pathways for thousands of applicants each cycle.
2. To deliver world-class customer service by providing comprehensive, specialist support from initial enquiry to enrolment for all departments, programmes and pathways, at both a customer (applicant) and departmental (Heads of Department/professors) level.
3. To maintain and support the school's procedures and ensure compliance with legal and regulatory requirements in respect of student admissions and the expectations of the UK Quality Code for Higher Education.
4. To advise Heads of Department, music professors and applicants on internal regulation, policy and procedures relating to admissions.
5. To demonstrate an excellent understanding of global academic frameworks and their UK-equivalency at both high school/secondary and Higher Education level and to use this knowledge to make final decisions about candidates' academic suitability for their chosen programme.

6. To undertake ongoing CPD to ensure compliance and adherence to immigration laws, regulatory standards and government policies (e.g. Home Office, UKCISA, ECCTIS/ENIC, IELTS etc.).
7. To maintain robust visa and immigration procedures according to UKVI regulations, and to liaise with the registry department to update these procedures where necessary.
8. To understand and advise students on the EU/EEA settlement scheme and how this affects their fees and immigration statuses, and to refer complex cases to registry.
9. To apply an analytical and enquiring attitude to all procedures so that the admissions process is refined and developed on a continuing basis.
10. To prepare and propose new policies and protocols for the development of admissions, and to deliver proposals to high-value stakeholders and the relevant governing boards for approval as directed by the Deputy Head of Music Administration (Admissions & Enrolment).
11. To develop new online/remote/recorded audition procedures and actively seek out/promote technological advancements to streamline the application process for applicants and improve administrative efficiency.
12. To advise departments on the content, structure, nature and timing of auditions to provide best possible experience for applicants in a competitive global market.
13. To compile, analyse and disseminate complex data for application, offer and enrolment statistics (in relation to recruitment targets) to the Head of Music Administration, Director of Music and Heads of Department.
14. To actively engage in the development of recruitment strategies to increase numbers of applicants.
15. To actively develop access and participation strategies, encouraging inclusivity across all music programmes in collaboration with the Head of Access and Participation.
16. To take an active interest in the musical activities of the school and to be able to articulate and promote unique aspects of our offering to global enquirers.
17. To ensure the accuracy and completeness of applicant records on SITS database ahead of enrolment in line with Office for Students (OFS) requirements.
18. To issue outcomes to applicants, checking academic suitability for their chosen programme and English language capabilities. To follow up on non-standard entry conditions with the academic studies department as required, and to liaise with the registry department and academic studies regarding non-typical cases.
19. To have a working understanding of English language CEFR levels and to provide guidance on English language requirements to candidates and advise colleagues in academic studies of incoming students in need of additional support.
20. Under the direction of the Deputy Head of Music (Admissions & Assessment), to seek to strengthen links with other UK conservatoires, specialist music schools, and to aim to strengthen the school's foothold in a competitive global field.
21. To establish and forge strong relationships with- and effective coordination of- external contacts included in the admissions process, such as professional accompanists, external specialist panel members and London Symphony Orchestra administration and performers.
22. To oversee the work of any casual staff employed in the Music Office for admissions purposes.
23. 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.
24. 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.
25. To handle confidential data in line with GDPR.

26. To undertake any other duties that may reasonably be requested appropriate to the grade



## PERSON SPECIFICATION



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<b>Department</b>	Music Office
<b>Grade</b>	D
<b>Trent Position Number</b>	

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

Technical Skills / Professional Qualifications / Relevant Education and Training and other Skills and Experience Required

- Knowledge and understanding of current issues and regulation in the higher education sector; (A, I)
- Very good knowledge of HE admissions processes, regulations and statutory requirements; (A, I)
- Ability to communicate complex regulations to non-specialist colleagues and applicants in a clear, succinct and meaningful way; (A, I)
- Excellent written communication skills, with the ability to draft policy and procedural documentation and individual correspondence to applicants and staff on HE regulations and policies in a way which is clear and understandable. (A, I)
- Ability to develop and offer a nuanced and often bespoke approach to large-scale, complex tasks and processes in a HE admissions context; (A, I)
- Ability to develop systems and procedures in respect of auditions, admissions and recruitment in a HE context. (A, I)
- Highly analytical and numeric approach with the ability to input, format, interpret and disseminate information in spreadsheet/database format for high value stakeholders;
- Exceptional project management skills; (A, I)
- Commitment to absolute accuracy and attention to detail even when in time-pressured situations; (A, I)
- Strong organisation skills and ability to meet tight deadlines; (A, I)
- Flexible, able to prioritise effectively and manage multiple conflicting deadlines and priorities simultaneously; (A, I)
- Able to develop and sustain relationships with Guildhall School colleagues, external collaborators and prospective students; (A, I)
- Highly organised, motivated and efficient individual with an innovative approach to problem solving and strong sense of initiative; (A, I)
- Self-motivated and high achieving with excellent time management and the ability to meet tight deadlines. (A, I)
- Excellent IT-skills and fully conversant in all Microsoft packages (particularly Excel and Outlook) as well as web-based platforms (OneDrive, web-editing packages, streaming

services etc.); (A, I)

### **Experience Required**

- Substantial experience of working in an administrative role advising on regulatory requirements in a HE or performance arts environment, for a full range of departments and with students, staff and artists/stakeholders at all levels; (A, I)
- Significant experience in course/programme recruitment and administration;
- Demonstrable experience of implementing, reviewing and improving HE administrative systems and procedures; (A, I)
- Proven experience of managing challenging, time-pressured and conflicting workload when liaising with very high volumes of applicants, external collaborators and internal staff members; (A, I)
- Experienced user of student records system in line with statutory and requirements for admissions purposes in a higher education environment (preferably SITS); Experience of using specialist packages and software to a high level (e.g. SITS, Asimut, CBIS) and demonstrable ability to engage with and become fully proficient in new software to improve systems; (A, I)

### **Other**

- An interest in classical music or jazz; (A, I)
- An interest in working in a creative, artistic environment; (A, I)
- Experience/knowledge of student visa eligibility and Home Office regulations pertaining to student visas (SMS/CAS issue system), and a working understanding of the EU/EEA settlement scheme and how this affects students' fees and immigrations statuses. (A, I)

### **Other Relevant Information e.g. working hours (if applicable)**

35 hour week. The post-holder will be required to work overtime to fulfil the requirements of the role during the peak of the audition cycle (late November to mid-December) – time will be given back in lieu.

### **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: Music Admissions 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 per annum 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. Note that inner London weighting is dependant on a full-time role holder being in the office three days per week.

### **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**

Two months 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.