



JOB DESCRIPTION



Job Title	Recording & AV / Guildhall Stream Administrator
Department	Recording & AV
Grade	C
Location	Guildhall School of Music & Drama
Responsible to	Head of Recording & AV
Responsible for	N/A

Purpose of Post

To coordinate all aspects of the day to day running of the Recording & AV Department providing a high level of administrative support to the Head of Recording & Audio Visual and other members of the department.

To ensure the smooth running, de bugging and development of Guildhall Stream – the school’s online content delivery system. This includes setting up schemas and publishing policies for electronic submission, editing content for lecturers and being the first port of call for queries.

To provide the first point of contact for the R&AV department liaising with students, professors and external bodies in all matters relating to the department, including client emails, classrooms assistance, phone & personal enquiries.

To develop procedures and process for the Recording & AV department.

Scheduling bookings for the department’s activities and maintaining an accurate overview of upcoming work, using our automated workflows.

To provide the highest level of customer service to both internal and external clients of the Recording & AV department, including professors, students, visitors and external bodies.

Duties and Responsibilities

1. To coordinate, manage and create systems/procedures that support the administration of the Recording & AV department.
2. To be the first point of contact for the Recording & AV department including:
 - a. Managing the department email correspondence.
 - b. All matters relating to Guildhall Stream
 - c. Dealing with telephone enquiries.

- d. Dealing with face-to-face enquiries.
3. To provide high levels of customer service and communication with internal and external clients including students, staff, teachers and outside agencies.
4. To assist staff and students with the operation of classroom Recording & AV systems (training will be given)
5. To maintain the department diary and centralised room booking system with regard to equipment bookings, recording sessions, event technical support, meetings, staff commitments etc.
6. To manage the detailed requests and online forms for all resources, staff, event technical support and recording requirements, escalating technical detail issues as appropriate.
7. To manage the system for issuing loan equipment and collecting it back in, passing details of follow-up requirements to Recording & AV team.
8. To manage the system for providing copies of recordings to staff and students:
 - a. Taking orders for CDs, DVDs and file transfers and giving clients realistic delivery dates.
 - b. Ensuring jobs are allotted to staff and timetabled in the departmental diary.
 - c. Tracking the progress of jobs and flagging issues to the head of AV.
 - d. Dealing with collection of completed jobs and associated payments.
9. To manage the provision of departmental information on the website and intranet and to update accordingly.
10. To be responsible for placing purchase orders using the i-procurement system for authorisation by the Head of Recording & AV and Head of Performance Venues, (appropriate training will be given).
11. To maintain records of department overtime, annual leave and sick leave for the Recording & AV Department.
12. To take minutes of staff and client meetings for the Recording & AV department and distribute as appropriate.
13. To process timesheets for the Recording & AV Department.
14. To process casual and freelance payments for the Recording & AV Department and Performance Venues. In addition, to create casual and freelance agreements, complete all necessary checks and file all paperwork in the department confidentially.
15. To maintain expenditure records and provide management information on the current budget position.
16. To maintain records of departmental workload and throughput, producing regular reports on deadlines met etc.
17. To assist in the preparation and coordinate the maintenance of the departments asset registers.
18. To assist with housekeeping of Recording & AV work areas e.g. ensuring equipment is returned to designated storage after use.

19. To maintain stock levels of consumables for the Recording & AV department, ordering as necessary.
20. To 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.
21. To 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.
22. To undertake any other duties that may reasonably be requested appropriate to the grade & assist the school in other ways as appropriate.



PERSON SPECIFICATION



Job Title	Recording & AV / Guildhall Stream Administrator
Department	Recording & AV
Grade	Grade: C
Trent Position Number	19E0085/002

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

Technical Skills / Professional Qualifications / Relevant Education & Training

Essential

- Education to A Level standard or equivalent (A)
- A minimum experience of 2 years in an administrative role, preferably including booking administration (A) (I)
- Technical knowledge of audio visual equipment (A) (I)
- Excellent IT skills in Microsoft Word, Excel, and Outlook Skills and ability to undertake administrative tasks including co-ordinating and updating staff rotas, undertaking diary management and managing and developing records and filing systems (A) (I)
- Good oral communication skills in order to effectively communicate with customers and provide advice and information in a clear and concise manner. (A) (I)
- Good written communication skills in order to write emails, minutes and working procedures. (A) (I)
- Demonstrable customer care skills and a commitment to delivering excellent customer service. (A) (I)
- Ability to prioritise, manage own workload, self-motivate and meet deadlines with attention to detail. (A) (I)
- Ability to work well within a team and to monitor and co-ordinate the workflow of the team including co-ordinating email correspondence, updating rotas and distributing information. (A) (I)
- Ability to work well within a team and to monitor workflow of the team to meet deadlines. (A) (I)
- Ability to be logical and able to apply an innovative approach to problem solving(A) (I)
- Good numeracy skills and the ability to keep accurate financial records. (A) (I)
- Understanding of the principles of video or audio editing. (A) (I)

Desirable

EDCL qualification or equivalent. (A) (I)
Training in Music Technology (A) (I)

Experience Required

- Diary management experience with the ability to schedule and monitor bookings for a team (A) (I)
- Experience of creating and developing, monitoring and maintaining systems e.g. stock including managing a system for issuing and collecting equipment, or filing systems including confidential records. (A) (I)
- Experience using database systems e.g. Access or a financial database for raising purchase orders and monitoring payments (A) (I)
- Excellent experience of bespoke software systems e.g. resource management, room booking and online procurement systems (A) (I)
- Experience of creating, implementing & improving workflow systems (A) (I)
- Demonstrable experience of managing change and reviewing and improving office procedures. (A) (I)
- Demonstrable experience of taking clear and accurate minutes (A) (I)
- Demonstrable experience of updating intranet/website pages (A) (I)

Other Relevant Information e.g. working hours or desirables (only if applicable)

Self-motivated with a professional and friendly approach. A desire to work with young people in the arts is essential. (A) (I)

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: Guildhall Stream / Recording & AV Administrator

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 £30,440 - £34,240 per annum inclusive of 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 hours of work are 9.00am – 5.00pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive 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 24 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 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.