



JOB DESCRIPTION	
Job Title	Production Assistant
Department	Guildhall School of Music & Drama
Grade	Grade C
Location	Guildhall School of Music & Drama
Responsible to	Account Director
Responsible for	N/A

Purpose of Post

The Guildhall School's live events unit works in conjunction with Guildhall School's Innovation and Production Arts Departments.

Working as part of the **Guildhall Live Events** team, the role holder will provide core operational and administrative support for the unit, including practical production support for GLE programming; across events, exhibitions and installations.

Main Duties & Responsibilities

1. To provide operational and administrative support for the Guildhall School's live events unit.
2. To respond and deal with client enquiries and support the Production Manager and Account Director with smooth client management. To maintain an excellent level of customer service for the unit, including phone and email responses, and dealing with issues in person.
3. To be a point of contact for the unit, for production related duties, liaising between key managers at the Guildhall School, students, clients, partners and suppliers.
4. To process purchase orders and invoices using the City of London's Procurement System (CBIS) including creating new suppliers, communication and filing of orders and registering of invoices in the payments database. To support all corporate credit card related administration for the unit.
5. To book travel and accommodation using the City of London's Portal and monitor income/expenditure for the unit (in particular tracking production spending), in order to support the smooth financial running of the unit and individual projects.



6. To support the Production Manager through pre-production. This will include arranging logistics for client meetings and site visits, preparing project documentation such as CAD drawings, supporting practical preparation such as Risk Assessments (RAMS), and maintaining/monitoring production schedules.
7. To support the Production Manager with event delivery; to be present on site or on location for logistical support during specified live events and programming. This may include receiving and monitoring equipment and liaising with project stakeholders.
8. To research and monitor the marketplace for fees and competitor offers, and contribute to reviews of rates and packages (e.g. discounts and 'bundles' for any hired-in equipment) and to make recommendations to the Production Manager and Account Director.
9. To revise current and implement new systems and procedures to support the growing unit. This includes Asset Management (Smarthub) and supporting information systems to streamline our methods of liaising with existing and potential clients.
10. To support the GLE technical supervisor when necessary in managing equipment stock and storage across School locations.
11. To support the maintenance and transport of equipment, and to assist with van driving responsibilities related to event delivery.
12. To cover general administration for the office including office management duties such as updating databases, order equipment and supplies, booking resources and deliveries.
13. To undertake online and social media marketing (eg Instagram), to support the Account Director with e-shots to database contacts, archival of project video/photography and updating and refreshing microsite(s).
14. 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.
15. 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.
16. To undertake any other duties that may reasonably be requested appropriate to the grade, including travel and to work occasional evening and weekend hours.



PERSON SPECIFICATION	
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Responsible for	N/A

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

[Please ensure only relevant qualifications are listed for the post being advertised]

Experience Required, including Budget Holding Experience (if appropriate)

- Experience of supporting events programmes or working in a commercial environment desirable (I)
- Proven experience of working in an administrative role within the Event/Entertainment Industry or Arts or Higher Education organisation or other appropriate Sector with a commitment to quality and achieving the highest standards (A)
- Experience of researching funding opportunities and preparation of tenders (I)
- Experience of using, improving, creating and managing office information systems and databases (A, I)
- Experience of managing online (social media) and print marketing (A, I)
- Will demonstrate a good attention to detail, with the ability to work quickly and accurately under pressure (A, I)
- Excellent customer service and communication skills with the ability to develop and maintain productive relationships with customers and internal stakeholders. (A, I)
- Excellent IT skills in Microsoft Word, Excel, Outlook, Access. (A, I, T)
- Previous demonstrable experience of working with databases e.g. Raisers Edge (A, I)
- Sound numerical and financial skills – experience of processing invoices desirable, but not essential (A, I)
- Good writing skills – ability to draft correspondence, memos etc. (A, I)



Technical Skills

- CAD Drawing (Vectorworks/AutoCAD (A, I)
- Full, clean driving licence (appropriate licence to drive a transit van is desirable but not essential) (A)
- PASMA, IOSH, IPAF qualifications (A)

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

- Occasional evening and weekend work
- Occasional travel may be required to support live events

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

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 £31,740 - £35,540 per annum including Inner London Weighting, inclusive of all allowances. 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.

Contract

The position is offered on a permanent basis.

Hours of Work

Normal hours of work are 9.00am to 5.00pm, Monday to Friday, being 35 hours per week excluding lunch breaks, 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 an entitlement of 24 days annual holiday plus Bank Holiday. 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. 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

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation.