



JOB DESCRIPTION	
Job Title	Guildhall Young Artists Taunton Administrative Manager
Department	GYA, Guildhall School of Music and Drama
Grade	D
Location	Hybrid
Responsible to	(Directly) Head of Guildhall Young Artists Taunton (Indirectly) Director Guildhall Young Artists (GYA)
Responsible for	(Directly) Pastoral staff, student apprentices, casual workers and volunteers.

Purpose of Post

To manage administrative support for Guildhall Young Artists Taunton in relation to the Saturday Centre and all Holiday Courses.

To deliver a high quality professional personal assistant service to the Head of GYA Taunton.

To help manage and develop the Summer Holiday Course and the Creativity Starts Here Programme.

To provide advice to students and parents on GYA Taunton courses and pre-university music education in general.

To develop efficient and effective administrative procedures which support the smooth running of all education programmes (music, drama and production arts), courses and concerts.

To line manage the Student Assistants, Pastoral staff, Casual Workers and Volunteers, in particular the recruitment and training of these.

To deputise for the Head of GYA Taunton when necessary.

Main Duties & Responsibilities

1. To maintain a good overview of current issues in pre-conservatoire/university music education in order to give advice to parents and students about the courses offered by GYA Taunton and their relevance to students' overall music education.
2. To give advice and provide information to tutors and external individuals and agencies i.e. schools, LAs, creative providers personnel etc on GYA Taunton courses and programmes and the creative education offer.
3. To help management and development of the Creativity Starts Here programme and the Holiday Courses in consultation with the Head of GYA Taunton, ensure the necessary administrative procedures and processes that are required for their smooth running, in particular the recruitment of temporary workers, contractors and casuals as appropriate.
4. To have line management responsibility for Saturday Centre student assistants and Holiday Course Pastoral staff which includes instructing them on the work to be carried out, training them up to the appropriate level in their role and resolving any issues that may arise.
5. To work with the Head of Centre and other tutors in the planning and organisation of courses, tours, and concerts.
6. Provide high quality PA services to the Head of GYA Taunton.
7. To manage and develop the GYA Taunton website and social media. Writing, designing and advising on content for the web and its suitability for inclusion on other social media networks, including collating material from across the organisation and ensuring the suitability for publication.
8. To manage the Saturday Centre application process including taster days and open days, i.e. applications process, taster day timetabling, bursary administration and subsequently liaising with Head of Centre and others to send out offer letters.
9. To manage liaison with GYA Taunton host venues and all accommodation administration used by the GYA Taunton to ensure adequate teaching and rehearsal space is available.
10. Maintain the timetable database in liaison with the Head of Centre.
11. To attend and co-ordinate all UK based Holiday Course concerts and their receptions.
12. To monitor student attendance and manage student disciplinary processes in accordance with the Centre's Student Code of Conduct and Disciplinary procedures.
13. To manage the collection of student data for reports including student successes, progress reports, assessment reports and inputting of data relating to this.
14. To monitor GYA Taunton's bought ledger and work with the Executive Assistant to update the Head of GYA Taunton on the centre budgets using CBIS and liaising closely with the Chamberlain Department's Procurement team to set up suppliers and raising purchase order numbers.

15. To work with the Head of GYA Taunton, to ensure that all staff employed have a valid DBS status by carrying out online Update Service checks.
16. 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.
17. 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.
18. To undertake any other duties that may reasonably be requested appropriate to the grade.



PERSON SPECIFICATION	
Job Title	GYA (Centre) Administrative Manager
Department	Guildhall Young Artists
Grade & Level	D Level: TBC
Trent Position Number	POS000523

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

Technical Skills / Professional Qualifications / Relevant Education and Training

- Degree or equivalent in Music or the arts
- Very good knowledge and understanding of current issues and practice in specialist pre-conservatoire/university music and drama education
- Ability to contribute to the development of educational programmes, courses and concerts in a pre-university music and drama education environment.
- Skills and ability to devise and develop effective and efficient administrative policies and procedures in a music/creative arts education setting.
- Knowledge and ability to make a strong contribution to the administrative planning and organisation of tours and concerts.
- Ability to organise and manage student and teacher records in compliance with the Data Protection Act.
- Strong research and analytical skills with the ability to write reports based on findings.
- Strong written communication skills with the ability to write clear, accurate and concise minutes of meetings, detailed correspondence to students and parents, event information and procedural documentation.
- Ability to write engaging and informative content for social media, websites and

other promotional and communication channels

- Strong oral communication and interpersonal skills with the ability to give advice and guidance to parents and students about GYA courses and creative education in general and handle sensitive issues in connection with the education of students with diplomacy and tact.
- Excellent IT skills, including extensive knowledge of Microsoft Office and software in relation to website content and social media
- Knowledge of financial control software and the setting of financial procedures such as setting up purchase orders and suppliers details and the ability to manage and monitor budgets in accordance with financial regulations.
- Detailed knowledge of Safeguarding and Disclosure and Barring Service requirements and full understanding of the duty of care when working with children and young people.
- Good knowledge of the Health & Safety at Work Act with the knowledge and ability to undertake risk assessments in a music education setting.
- Excellent planning and organisational skills including the ability to manage time, competing priorities and resources, a busy workload and urgent tasks in a structured way, and to meet tight deadlines.

Other Skills and Experience Required

- Significant administration experience in an arts or music education environment contributing to the development of educational programmes and courses, managing and developing administrative systems and procedures, and organising and coordinating detailed teaching and concert arrangements.
- Significant experience of advising students and parents on music education programmes and courses.
- Significant experience of providing PA/executive support in a music education environment.
- Good experience of supervising a number of staff which include the use of casuals, volunteers and apprentices.
- Experience of controlling budgets.
- Experience of working with outside agencies in relation to booking venues and co-ordinating foreign tours, including risk assessments

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

Days to be worked: Tuesday – Saturday (21 hrs per week) during term time, Monday – Friday (21 hours per week) out of term time

It should be recognised that attendance at evening concerts x approx. 4 per year will be expected, with time in the week given in lieu.

Core Behaviours

Thinking

Planning and Organising... Managing time, competing priorities and resources in a structured way.

- Plans ahead to ensure agreed deadlines are met
- Changes priorities and switches between tasks without losing sight of deadlines
- Able to work calmly and efficiently in a busy environment
- Monitors plans and progress, taking corrective action where needed
- Pro-actively keeps relevant colleagues informed of plans and updates them when things change

Organisational Understanding... Continually building one's understanding of GYA (Centres) structures, priorities and processes. Being sensitive to the work environment and personalities and understanding the impact of our own decisions and activities on other parts of the organisation.

- Understands GYA (Centres) relationship with Guildhall Young Artists
- Knows where his/her own role fits into, and contributes to, the wider team structure and GYA objectives
- Actively take steps to understand City of London's diverse services and evolving service and organisational strategies

Building Relationships

Communication and Influence... Presenting information and arguments verbally or in writing to improve understanding, influence outcomes and foster engagement and support.

- Takes account of the audience and/or readership, the urgency and the content of the message
- Gets key points of written communication across without ambiguity
- Contributes effectively and concisely at team meetings
- Gives appropriate and balanced feedback (and is accountable for/stands by comments made)

Team Working... Using appropriate interpersonal skills and working cooperatively to contribute to the development and management of positive and cohesive teams and partnerships within GYA and beyond.

- Asks for feedback about own behaviour and style, adapting approach accordingly
- Takes an interest in the 'person' as well as their work
- Willingly shares ideas, resources and information with others
- Offers assistance to colleagues under significant pressure or stress

Self-Managing

Accountability... Being responsible for one's own actions, seeing things through, doing what we say we will.

- Manages time and workload effectively
- Takes responsibility for delivering own work without unnecessary supervision
- Takes quick action to address problems either individually or through involving others
- Accepts constructive feedback and adapts actions/behaviour accordingly

Achieving

Customer Focus... Understanding and responding to customer needs (either internal or external customers), demonstrating a passion for high quality customer service and placing the customer at the heart of the Guildhall Young Artists programme.

- Is passionate about delivering the highest possible service to internal and/or external customers, willingly 'going the extra mile'
- Spend time with and/or 'puts oneself in the shoes of' customers in order to think through appropriate processes, paperwork and face to face interaction
- Is committed to continuous improvement of services, sharing ideas with manager and colleagues
- Readily readjusts priorities to respond to pressing and changing customer demands within a busy environment



Guildhall
Young Artists
TAUNTON

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 in the range £21,751.88 - £24,390 per annum (including Outer 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 will be discussed at interview but will include Saturday (08.30am - 12.30pm), being 21 hours per week excluding lunch breaks, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position. The working year of 42 weeks consists of three academic terms of 12 weeks plus two additional weeks per term.

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

Your annual holiday entitlement plus Bank and Public Holidays is included as a payment in your monthly salary. Your working annual year is 42 weeks.

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 full academic terms' notice in writing 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.