



# Job Description

**Job Title:** Production Arts & Drama Administration Officer (Programmes)

**Department:** Production Arts & Drama Administration

**Grade:** C

**Location:** Guildhall School of Music & Drama

**Responsible to:** Production Arts & Drama Administration Manager (Programmes)

**Responsible for:** N/A

## The Guildhall School of Music & Drama

The Guildhall School of Music & Drama is a world-leading specialist Performing Arts conservatoire, investing in the artists of today and tomorrow. The School is a vibrant, international community of young actors, musicians, and production artists in the heart of the City of London. Ranked as the top conservatoire in the Guardian music and drama league tables, the School is a global leader of creative and professional practice, promoting innovation, experiment, and research, with over 1,000 students in higher education, drawn from nearly 60 countries around the world.

## Production Arts & Drama Administration Office

Production Arts & Drama Administration provides essential support to a diverse community of students and staff across the two faculties, which includes; interviews and auditions, academic timetabling, student engagement, assessment and feedback and financial awards.

## Purpose of Post

Reporting to the Production Arts & Drama Administration Manager (Programmes), the role holder will take personal responsibility for supporting the effective management of short to medium term programme administration, providing organisational support to the academic departments and key stakeholders within the institution.

## Key Relationships

- Production Arts & Drama Administration Manager (Programmes) - Line Manager
- Production Arts & Drama Administration Staff
- Programme Leaders
- Production Arts & Drama Faculty Staff
- Production Arts & Drama Students
- ASIMUT Manager
- Marketing and Communications Department
- Barbican Box Office Team



## **Main Duties & Responsibilities**

- Support all programme administration processes in line with School deadlines and regulations, and faculty and external requirements, including the preparation, scheduling and dissemination of timetable information to staff and students.
- Take personal accountability for the quality of student data, including financial award data, ensuring appropriate confidentiality and sensitivity and that records are accurately maintained in accordance with the agreed retention schedules.
- Take responsibility as the first point of contact for general enquiries and the management of departmental mailboxes, resolving enquiries, including face-to-face, via email and telephone, responding within agreed timeframes and escalating complex enquiries as appropriate.
- Provide advice and guidance to academic staff and support the contracting of freelance workers, managing the onboarding process and maintaining accurate records.
- Support with the production and dissemination of learning materials, programme documentation and handbooks to students in a timely manner and ensure that programme and faculty information in a variety of media is maintained.
- Take responsibility for prescribed duties relating to aspects on final year students' external facing profiles, including digital and print media, liaising with Marketing & Communications as appropriate.
- Raise purchase orders using e-procurement systems and be responsible for the processing of departmental invoices in line with Corporation of London's Financial Regulations.
- Take responsibility for prescribed duties relating to complimentary box office management of final year drama productions, including taking bookings for staff, students and agents ensuring that accurate lists are maintained, and bookings acknowledged promptly and professionally.
- Take responsibility for maintaining all aspects of the departmental database for agents, casting directors, literary agents and producers including up to date telephone and email contact information and providing this information to other departments when needed.
- Utilise specialist systems in accordance with best practice, and maintain departmental information including updating the intranet, internet and student noticeboards.
- Take responsibility for ordering, distribution and storage of stationery and other programme related equipment, ensuring the appropriate levels of stock are maintained at all times.
- Lead and support a variety of events in the Production Arts and Drama departments including booking rooms and ordering catering where required, ensuring budgets are adhered to.
- Take responsibility for booking travel and accommodation, as necessary, on behalf of the department ensuring compliance with the relevant School policies.



- Actively participate in the development and improvement of processes to support students and academic staff through identifying and suggesting improvements based on feedback.
- Participate as a member of relevant School Committees and Working Groups when necessary.
- Work flexibly as part of a team, supporting others in times of high-volume activity, providing cover, and supporting the training and development of new staff members.
- Take responsibility for own performance and development, through agreeing clear performance objectives, maintaining up-to-date knowledge, and reflecting on own performance.
- 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.

# Person Specification

**Job Title:** Production Arts & Drama Administration Officer (Programmes)

**Department:** Production Arts & Drama Administration

**Grade:** C

**Location:** Guildhall School of Music & Drama

**Responsible to:** Production Arts & Drama Administration Manager (Programmes)

**Responsible for:** N/A

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

- Exceptional customer service skills. (A/I)
- Adaptable, and positive with a proactive approach to work. (A/I)
- Methodical with the ability to maintain high levels of accuracy (A/I/T).
- Understanding of the Data Protection Act (2018). (A/I)
- Strong analytical and logistical skills and the ability to problem solve (A, I, T)
- Ability to develop processes and procedures according to regulatory and organisational requirements. (A/I)
- Excellent oral communication and interpersonal skills. (A/I/T)
- Excellent written communication skills. (A/I/T)
- Strong numeracy skills. (A/I/T)
- 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)
- Sound working knowledge of the Microsoft Office suite, with excellent Excel skills and ability to work on new systems. (A/I/T)
- Ability to work with a broad range of stakeholders in a professional and assured manner (A/I).
- Proactive with the ability to work independently as well as delivering within a team (A/I).

- Comfortable with adapting to change, driving own professional development (A/I).

#### **Desirable**

- Educated to degree level (A)
- Sound working knowledge of the Equalities Act (2010) (A/I)

#### **Experience Required**

##### **Essential**

- Experience of working in a similar customer focused role. (A/I)
- Experience of maintaining high levels of accuracy when inputting data (A/I/T).
- Experience of prioritising workloads in order to meet challenging deadlines (A/I/T).
- Experience of taking ownership and overcoming challenges within a work context, both individually and within a team (A/I).
- Experience of handling enquiries from a variety of stakeholders (A/I).
- Experience of using specialist systems such as e-procurement, CMS, timetabling and/or complex records databases (A/I/T).

##### **Desirable**

- Experience of working in a performing arts organisation or Higher Education institution in a similar role. (A/I)
- Experience of professional theatre practice and knowledge of the creative industries (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) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.***

***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.

## Contract

The position is offered on a Permanent basis.

## Salary

The salary range for this job is £36,900 - £40,850 per annum inclusive of all allowances. Salary will be pro-rata to part time hours.

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.

## Pension

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the contribution bands. There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

The current employer contribution rate for the City of London is 21%.

Further details can be found on the national LGPS website and/or the City's pension website.

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.



## **Hours of Work**

Normal hours of work are 35 hours per week (9am-5pm or possibly 8.30 – 4.30pm to be agreed with candidate) excluding 60 mins 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 31<sup>st</sup> of each month or the preceding working day.

## **Annual Leave**

There is an entitlement of 24 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

## **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 months notice 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.



## **City Benefits**

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

## **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

## **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.