



Job Description

Job Title: Open Programmes Coordinator
Department: Guildhall School of Music & Drama, Innovation
Grade: C
Location: Guildhall School of Music & Drama
Responsible to: Head of Open Programmes
Responsible for: N/a

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

The Innovation Team comprises several strands of activity:

Guildhall Open Programmes (short courses, summer schools and other activities), GPS, Creative Partnerships and Guildhall Ignite.

The post-holder will work in the Open Programmes Team and work closely with the Head of Open Programmes, the Open Programmes Production Manager and the other Open Programmes Coordinator on the programme of short courses & summer schools and other relevant activity and events. They will coordinate all project-related administration, production and logistics to ensure the successful delivery of the programme. This will include supporting the planning and preparation for the programme, providing administrative support, organising and coordinating the logistics and event production as requested by the Production Manager and Head of Open Programmes, providing marketing support (newsletter, targeted marketing, social media posts), building and maintaining excellent relationships with key internal and external stakeholders, providing excellent customer service, maintaining budgets with accurate data, complying with HR and financial processes and being involved in project evaluation. This is a busy role especially during period of delivery (notably evening courses, Easter courses and summer schools).

In addition, the post-holder will provide general administrative and marketing support to the Innovation department alongside the other Innovation Coordinators. This will include setting up and improving administrative systems, data management and sharing generic administrative responsibilities.

Main Duties & Responsibilities

1. To be responsible for the administrative and logistical support to the programme of in-person and online short courses & summer schools and other relevant activities, ensuring its smooth running and successful delivery, in collaboration

with the other Open Programmes Coordinator. As requested by the Head of Open Programmes and the Production Manager to coordinate the planning, production and delivery of the programme including:

- Room booking and event setup;
 - Communicating with all Open Programmes stakeholders in a positive and timely manner: participants, short courses assistants, accompanists, tutors/speakers, external partners and internal departments, etc.;
 - Processing course bookings and sending relevant information to key stakeholders
 - Setting up courses in the student records system and creating and updating the Open Programmes webpages;
 - Coordinating the logistics of projects and any related activities and events in person and online across different sites, making all necessary arrangements in advance of the courses and activities;
 - Organising resources, materials, catering and extra-curricular activities such as end-of-course performances, theatre trips and drinks receptions;
 - Taking notes and minutes at Open Programmes meetings and ensuring that actions are being followed up on.
2. To support marketing activities and strategies for the programme as requested by the Head of Open Programmes and liaising with the Marketing Team:
 - Ensure all copy relating to Open Programmes is relevant and up to date on the School's website and intranet. This will include editing and drafting text and coordinating the delivery of new content;
 - Write copy for marketing materials such as newsletters and social media posts;
 - Draft and schedule social media posts to promote Open Programmes activity and be actively involved in managing social media content related to the project;
 - To take a proactive approach to promoting Open Programmes activity and to research and organise targeted marketing to increase course recruitment
 3. To build and maintain productive and positive working relationships with multiple internal and external stakeholders across different projects.
 4. To organise and attend planning and production meetings and deputise for the project leader, where necessary.
 5. With the Head of Open Programmes and the Production Manager Open Programmes to ensure all staff (teachers, artists, guests, chaperones and short courses assistants) working with Open Programmes are set up and contracted correctly. To ensure all Open Programmes staff (including chaperones and short courses assistants), teachers, artists and guests working with participants under 18 are DBS checked – and to be responsible for maintaining an efficient process for DBS checking.
 6. To coordinate course and activities evaluation – liaising with the Head of Open Programmes to agree the best evaluation framework. Key responsibilities will

include monitoring and analysis of agreed key performance indicator data at set milestones during the programme and after delivery – and providing these to the Head of Open Programmes in order to feed into business plans and strategic reports to senior management and the School's Board of Governors. Evaluation may also include coordinating follow-up meetings with programme participants or setting up focus groups.

7. To have regular meetings with the Production Manager Open Programmes and the other Open Programmes Coordinator to ensure that all project work is covered.
8. To provide excellent customer service to all participants and prospects from the point of enquiry to their attendance on the course via the different channels used to engage with prospects and participants in person and online (emails, telephone, online platforms, social media etc.).
9. To process booking registrations for short courses using the Guildhall School enrolment system (SITS). To keep track of payments for courses and ensure that budget sheets are kept accurate and up to date. To liaise with the Finance department to confirm that refunds are processed in a timely manner.
10. To be a part of the first safeguarding response and first aid team for Open Programmes involving external participants – particularly those under 18.
11. To maintain and manage information systems and databases – whether student participants (on SITS our student records system), or business networks and partners.
12. To provide financial administration for Open Programmes activities:
 - To process purchase orders and invoices using the City of London CBIS procurement system, ensuring invoices are processed within agreed time limits;
 - To reconcile financial sheets against monthly budget statements, liaising with the Finance Team;
 - To include communication with suppliers and the CoL Procurement team, filing of orders, registering invoices in the budget spreadsheets, and supporting budget holders with reconciliation against finance records;
 - To process CBIS forms relating to new and amended Suppliers;
 - To troubleshoot potential issues and raise them with the budget holder (project lead).
13. To undertake regular research on behalf of the Head of Open Programmes and the Head of Innovation. This will include desk research to monitor competitor activity and capture emerging trends, gathering information from other HEI's in relation to Innovation programmes, as well as tapping into resources from relevant networks (e.g. Higher Education Academy, Conservatoires UK) to build an understanding of key sectoral developments and to gain access to external expertise.
14. Jointly with the other Innovation Coordinators to act as the first point of contact of the Innovation department and respond to all general enquiries received by email, telephone and in person in a timely, professional and efficient manner. To provide

high quality customer service to students, parents, staff, teachers, outside agencies and members of the public.

15. To meet with the other Innovation Coordinators to ensure support is given to other colleagues during more work intensive periods, and all project work is covered whilst other Coordinators are absent from work due to leave or sickness absence.
16. Jointly with the other Innovation Coordinators, to undertake and manage all office administrative tasks for the Innovation team, including liaising with IT, ordering of stationery and specialist equipment, updating filing/archiving systems, ensuring correct management of customer data – under GDPR regulations, dealing with the post, maintaining staff records, and ensuring all new starters and visitors have security passes.
17. To be responsible for the diary management and co-ordination of meetings for Innovation and Engagement events, researching venue availability and creating ASIMUT bookings (internal room booking system) for both regular internal/contract meetings and short courses. To liaise with diary holders for room bookings in teaching/performance spaces held by other departments.
18. Jointly with the other Innovation Coordinators, or in response to the specific programme need, to create and implement, systems/procedures that support the administration of projects. This includes both revising current systems and implementing new systems and procedures across projects and programmes.
19. To undertake any other duties that may reasonably be requested by the Head of Innovation and Head of Open Programmes or other senior colleague from the team, appropriate to the grade.
20. 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. 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.

Person Specification

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Department: Guildhall School of Music & Drama, Innovation

Grade: C

Trent Position number:

DBS Criterion:

Enhanced DBS with children's and adult's barred list

Security Vetting Criterion:

No security vetting is required

Politically Restricted Post Criterion:

This post is *not* politically restricted

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

Educated to A-level standard or equivalent (A)

Experience Required

1. Proven experience of working in project/event support or other coordination or administrative role in a busy environment in events, projects or other area of operation that involved event planning and coordination, preferably gained from Arts or Higher Education organisation (A, I)
2. Proven experience of being involved in planning, coordinating, delivering, and evaluating small to mid-size projects (A, I)
3. Experience of event management and delivering projects to high standards: coordinating events/functions, managing the logistics, event promotion, information, and relationship management (A, I)
4. Proven ability to build strong and positive working relationships and communicate effectively with a diverse group of stakeholders (A, I)
5. Strong research abilities to support the development of programmes and projects, and to establish contents of databases (A, I)
6. Excellent writing skills, including the ability to draft correspondence, marketing materials, memos, take accurate notes in meetings, and use social and visual media. (A, I, T)
7. Excellent interpersonal and communication skills, being able to convey and share information clearly within the team, but also when dealing with external and internal stakeholders over the phone or face-to-face. (I)
8. Excellent customer service skills. (A, I)
9. Experience of creating marketing materials such as newsletters, pamphlets, websites, social media content and online and print advertising, and supporting project-related marketing and promotional activities (A, I)
10. Good numerical and financial skills with experience of maintaining budget sheets, keeping financial records and processing invoices (A, I, T)

11. Excellent planning and organisational skills: being able to stay on top of work related to managing one or more projects with proven ability to manage multiple deadlines and remaining calm when working under pressure (A, I, T)
12. Proven ability to work in a team setting, with the ability to communicate, share work and support colleagues during busy periods (I)
13. An ability to problem-solve and remain solution-focused, think independently and identify practical solutions when under pressure e.g. in event setting, when issues may arise at the last minute (A, I)
14. Experience of providing general team administration support e.g. maintaining data and office systems, booking meeting rooms, booking travel, scheduling appointments and managing diaries, managing stationery supply and equipment orders etc. (A, I)
15. Experience of creating, using, and improving office information systems and databases (I)
16. Attention to detail and a high degree of accuracy (A, T)

Technical Skills & Knowledge

1. Extensive knowledge and ability to use Microsoft Office Packages including Microsoft Word, Excel and Outlook (A, T)
2. Knowledge and ability to use online platforms such as MS Teams, Zoom and VLEs (A)
3. Experience of working with databases and ability to extract data (A, I)
4. Experience of using social media platforms for event promotion (A, I)

Other Relevant Information

1. Knowledge of DBS and safeguarding requirements for under 18s (training will be provided)
2. Knowledge and understanding of GDPR requirements in relation to processing personal data (training will be provided)
3. Knowledge of systems used with Higher Education setting such as ASIMUT or SITS
4. Requires evening and weekend work – relevant to when programmes are taking place (evening courses, Easter courses and summer schools)
5. This role has limited availability for hybrid work and requires the post holder to be present in person

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. 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 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 an entitlement of 24 days annual holiday plus Bank Holiday. 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 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.



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.