



Job Description

Job Title: Summer Schools Manager

Department: Innovation

Grade: D

Location: Guildhall School of Music & Drama

Responsible to: Senior Production Manager (Open Programmes)

Responsible for: Informal supervision of Open Programmes Coordinators, Open Programmes Administrative Assistant and Short Courses Assistants

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 and summer schools), GPS, Creative Partnerships and Guildhall Ignite.

The Summer Schools Manager is a hands-on operational lead responsible for the effective planning and delivery of Guildhall School's Summer Schools. Working closely with the Senior Production Manager (Open Programmes), the postholder coordinates all logistical, staffing and delivery elements to ensure the smooth, safe and high-quality operation of the programme.

Working to the Senior Production Manager (Open Programmes) and supported by the Open Programmes Coordinators, the postholder, they will manage the end-to-end operational cycle — from preparation and documentation through to onsite delivery and post-programme evaluation — ensuring that all plans are clear, complete and implemented on schedule.

They must be confident taking over partially developed plans, progressing them independently, and ensuring all operational elements are complete, accurate and ready for delivery.

This role requires a proactive, solution-focused manager who is comfortable making decisions in real time, resolving issues directly when appropriate, and escalating promptly when necessary. During live programme delivery, the postholder will be a prominent on-the-floor presence, and ensuring the smooth running of logistics, events, registration, facilities, and participant experience. This includes working extended hours during peak delivery periods.

The postholder will build and maintain strong relationships across the School and with external stakeholders. They will oversee event production elements, PV and AV requirements, catering, ensuring all operational standards are met.



The postholder will oversee the work of the Open Programmes Coordinators and Administrative Assistant, supervise the Short Course Assistants, and collaborate closely with internal and external stakeholders to ensure excellent participant, tutor and audiences experience.

Main Duties & Responsibilities

1. To manage the operational planning, and delivery for of the Summer Schools across both in-person and online format, ensuring a well-organised and high-quality experience for participants.
 - a. To take forward existing production plans and schedules for the 2026 Summer Schools ensuring all operational tasks, documentation, logistics and timelines are up to date and fully prepared for delivery Implement effective planning procedures, ensuring deadlines are met, risks are identified early and issues are escalated appropriately.
 - b.
 - c. To share plans with all relevant stakeholders, and ensure all information related to production is disseminated with clarity and all operational responsibilities held by other departments are agreed.
 - d. Working with the Senior Production Manager (Open Programmes)to ensure that the programme is appropriately staffed (courses and related activities). Supervise, schedule and support Short Course Assistants, ensuring appropriate training, briefing and rota planning,
 - e. Serve as a key on-the-ground operational lead during live delivery, resolving issues promptly and ensuring smooth coordination of logistics, facilities, registration and customer care. Escalate to the Senior Production Manager (Open Programmes) when needed.
2. To work closely with the Senior Production Manager (Open Programmes) , in striving to develop and improve practices, processes and procedures for the 2026 Summer Schools. .
3. Provide day-to-day supervision, delegation and support to the Open Programmes Coordinators and Administrative Assistant, ensuring clear workload management and alignment with delivery timelines. Ensure Open Programmes Coordinators and the Open Programmes Administrative Assistant are trained and follow systems and procedures correctly. T.
4. To build and maintain excellent working relationships with key stakeholders and work collaboratively with relevant departments to ensure consistently high-quality delivery. This includes confirming stakeholder resource and time commitments in a timely manner, and ensuring they are clear on expectations and responsibilities. To liaise with relevant external partners and suppliers such as catering, and external hire companies providing space, materials and equipment to ensure all arrangements are confirmed and delivered as agreed
 - a. Operational stakeholders include; Facilities, DPVS IT,),. Catering. To manage the required support across these provision areas.



- b. Academic stakeholders include: Short courses tutors, academic departmental staff (Music, Drama & Production Arts)
5. To oversee the customer experience for Summer Schools ensuring excellent customer service from enquiry through to attendance. Ensure that communication to participants and tutors is timely, accurate and supportive
6. To oversee the booking of teaching and performance spaces required for the Summer Schools ensuring correct use of ASIMUT and adherence to internal procedures. Support team members in maintaining accurate system records and checking that set-ups are correctly added.
7. To represent Open Programmes at relevant meetings when required
8. Support the Senior Production Manager (Open Programmes) in ensuring Summer Schools policies and procedures are compliant and reflect School standards.
9. Coordinate risk assessment processes for Summer Schools activity, ensuring they are up to date and followed during delivery.
10. As requested by the Senior Production Manager (Open Programmes) to organise and lead operational summer schools planning meetings, including cross departmental production planning meetings, and regular status meetings with key internal stakeholders.
11. . Guided by the Senior Production Manager (Open Programmes), to implement the promotional film and photography schedule provided by the Senior Production Manager (Open Programmes) and agreed with the Marketing Team. This includes finalising timelines and ensuring the Open Programmes team is fully briefed. To communicate with tutors and participants in advance to facilitate the project.
12. Working with the Senior Production Manager (Open Programmes), who is the Designated Safeguarding Lead, to support safeguarding processes. This includes overseeing the DBS process for tutors, short course assistants and any staff working on Open Programmes, ensuring that all individuals involved in programmes with participants under the age of 18 have the appropriate and up-to-date DBS certification. The postholder will organise and monitor this process in a timely manner and act as Deputy Safeguarding Lead, deputising for the Senior Production Manager (Open Programmes) as required.
13. Monitor financial administration: timesheets, invoices, and reconciliation of summer school costs.
14. Support the contracting process for external tutors and internal contributors by ensuring documentation and systems are complete and accurate.
15. To support the Senior Production Manager (Open Programmes) in the recruitment, engagement and supervision of short course assistants. To assist with training delivery and contribute to preparing accurate timetables to ensure under-18 participants receive



appropriate supervision and the delivery of the summer schools programme is adequately resourced.

16. To coordinate Summer Schools evaluation, ensuring the Open Programmes Coordinators and the Open Programmes Administrative Assistant collect and collate relevant information for effective analysis and that all processes comply with GDPR laws. To organise and participate in debrief meetings with the tutors. To provide the Head of Open Programmes with synthesised data on key performance indicators (such as participant numbers, demographics, and financial data).
17. *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.*
18. *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.*
19. *To undertake any other duties that may reasonably be requested appropriate to the grade*

Person Specification

Job Title: Summer Schools Manager

Department: Innovation

Grade: D

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

1. Educated to A-level standard or equivalent (A)

Experience Required

1. Significant experience managing the planning and successful delivery of events, productions or programmes within an arts education or creative environment (A, I)
2. Significant experience managing operational logistics, schedules, staffing and multiple stakeholder communication and coordination (A, I)
3. Experience using booking systems, student records systems and CRM tools) (A)
4. Proven ability to build strong and positive working relationships and communicate effectively with a diverse group of stakeholders (A, I)
5. Experience providing high-quality customer service across multiple channels.. (A, I)
6. Experience supporting process or systems improvements (A, I)
7. Excellent communication skills, both verbal and written.,. (A,I)
8. Excellent numerical and financial skills with experience handling financial administration such as invoices, timesheets or budgets (A, I)
9. 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)
10. Proactive and can-do attitude, with the ability to problem solve, think independently and identify practical solutions when under pressure e.g. in event setting, when issues may arise last minute (A, I)



11. Proven ability to work in a team setting, with the ability to share work and support colleagues during busy periods (A, I)
12. Experience of DBS and safeguarding processes requirements (A))
13. Experience working with or supervising staff or volunteers within a busy delivery environment (A, I)

Technical Skills & Knowledge

1. Extensive knowledge and ability to use Microsoft Office Packages including Microsoft Word, Excel and Outlook (A,)
 2. Strong organisational and planning skills, with the ability to manage multiple deadlines (A, I)
 3. Experience of working with databases and ability to extract data (A, I)
 4. Knowledge and ability to use online platforms such as MS Teams, Zoom or VLE platforms. (A)
 5. Experience of using social media platforms for event promotion (A, I)
 6. Experience of creating production schedules (A, I)
 7. Experience of writing risk assessments (A)
 8. Strong attention to detail and a high degree of accuracy (A, I)
- Good numerical and financial skills. (A, I)
Ability to build positive relationships with a wide range of stakeholders. (A, I)
Excellent problem-solving skills and ability to remain calm under pressure (A, I)
Experience of DBS and safeguarding requirements for under 18s (A, I)

Other Relevant Information

1. Knowledge of student records and timetabling systems used with Higher Education setting such as ASIMUT or SITS
2. Knowledge and understanding of requirements in relation to processing personal data - GDPR
3. The role requires evening and weekend work during Summer Schools delivery. The role is primarily on site, based in person at Guildhall School of Music & Drama with very limited opportunities for hybrid working.

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 fixed-term basis.

Salary

The salary range for this job is £44,110 – £49,140 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 28 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.