



Job Description

Job Title: Residential Summer Schools Manager

Department: Innovation

Grade: D

Location: Freeman's School (residential during programme delivery) with preparatory work onsite or at Guildhall School as required)

Responsible to: Senior Production Manager (Open Programmes)

Responsible for: Supervision of Residential Summer Schools Coordinator, Residential Welfare Officer, Residential Summer Schools Assistants (casual staff)

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 Residential Summer Schools Manager is responsible for the smooth, safe and fully coordinated delivery of Guildhall's residential summer schools, hosted at Freeman's School. This hands-on role oversees all residential logistics including accommodation, welfare, evening supervision, safeguarding procedures, onsite staffing, facilities liaison, and participant experience.

The postholder will lead day-to-day operational delivery on site and ensures that all aspects of residential programming — from accommodation and catering to welfare support, scheduling, communications and emergency procedures — are organised to a high standard and delivered in line with safeguarding and the School's requirements.

This role requires significant independence, confident decision-making, and the ability to take initiative in a dynamic residential setting. The postholder will live onsite during the residential programme, act as the primary point of contact for participants and staff, and supervise the residential assistant team to ensure a safe, engaging and well-run residential experience.

Main Duties & Responsibilities

1. To lead the operational planning for residential summer schools, ensuring all accommodation, catering, setups, staffing, equipment, welfare, supervision, and safety elements are thoroughly prepared.
 - a. To take forward existing production plans and schedules for the residential drama 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. 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.
 - c. Working with the Senior Production Manager (Open Programmes) to ensure that the programme is appropriately staffed (courses and related activities). Supervise, schedule and support Residential Summer Schools Assistants, ensuring appropriate training, briefing and rota planning,
 - d. To work with Freeman's School staff to confirm accommodation allocations, rooming lists, meal plans, access arrangements, fire safety procedures and site logistics.
 - e. To support the creation and distribution of residential handbooks, codes of conduct, pre-arrival instructions and welfare information.
 - f. With the Senior Production Manager (Open Programmes), to ensure all documentation, risk assessments and safeguarding requirements for residential delivery are completed ahead of time
 - g. To 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.
 - h. To oversee daily routines including wake-up, curfews, sign-in/out procedures, meal times, evening activities, and pastoral support.
2. To serve as the primary on-site operational lead throughout the residential period, living in the accommodation and acting as the central point of contact for students, staff and partner teams.
3. To manage and supervise Residential Assistants, ensuring clear briefings, rota coverage, and adherence to safeguarding and welfare protocols.
4. To supervise the residential team including the Coordinator and the Welfare Officer, ensuring clear briefings, rota coverage, and adherence to safeguarding and welfare protocols



5. To build strong working relationships with Freeman's School staff, including facilities, catering, estates, and pastoral teams, ensuring smooth joint delivery.
6. To work closely with tutors, visiting artists, and the onsite Guildhall team to ensure residential schedules match academic delivery plans.
7. To oversee the customer experience for the residential Summer Schools ensuring excellent customer service from enquiry through to attendance. Ensure that communication to participants and tutors is timely, accurate and supportive. Maintain a visible presence across residential spaces, ensuring participant safety, wellbeing, and positive community standards are upheld.
8. To manage onsite enquiries, pastoral concerns, and day-to-day questions from students and residential staff.
9. To oversee the booking of teaching and performance spaces required for the Summer Schools ensuring correct use of ASIMUT and adherence to internal procedures. To liaise with Freeman's School regarding the use of teaching rooms and performance spaces to ensure that all spaces needed are booked.
 - a. To support team members in maintaining accurate system records and checking that set-ups are correctly added.
 - b. To confirm schedules, course information, teaching rooms with the course tutors and participants.
 - c. To organise signage and wayfinding with the Coordinator.
10. To organise materials and equipment required for the delivery of the programme to be delivered ahead of time at Freeman's.
11. To represent Open Programmes at relevant meetings and planning sessions when required
12. To support the Senior Production Manager (Open Programmes) in ensuring Summer Schools policies and procedures are compliant and reflect School standards. To coordinate risk assessment processes for the residential summer schools, ensuring they are up to date and followed during delivery. Ensure all incident logs, records, registers and compliance documentation are maintained accurately
13. 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.
14. To support the Open Programmes Team with implementing the photography schedule at Freeman's during the residential summer schools.
15. To uphold safeguarding policies and act as the first point of contact for welfare concerns during residential delivery. 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, residential assistants and any staff working on the residential summer schools, 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.

16. To respond to incidents, issues and emergencies in real time, escalating appropriately to the Senior Production Manager (Open Programmes) and Designated Safeguarding Lead.
17. To implement fire safety and overnight procedures in collaboration with Freeman's School staff.
18. To oversee residential financial administration including timesheets, petty cash (if applicable), and invoice processing.
19. To support the contracting process for external tutors and internal contributors by ensuring documentation and systems are complete and accurate.
20. To support the Senior Production Manager (Open Programmes) in the recruitment, engagement and supervision of residential 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 residential summer schools programme is adequately resourced.
21. To coordinate evaluation activities and ensure feedback and KPIs are collected and reported. Participate in post-programme debriefs and support continuous improvement for future residential delivery.
22. 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.
23. 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.
24. To undertake any other duties that may reasonably be requested appropriate to the grade



Person Specification

Job Title: Residential 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 and delivering residential or pastoral programmes such as summer schools in boarding environments, youth programmes or residential arts activities. (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 or 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, T)
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 supervising staff or volunteers in a residential, pastoral or event setting (A, I)
14. Experience working with young people, including under-18s, in an educational or extracurricular environment (A, I)
15. Experience responding to welfare concerns, incidents or emergencies (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, T)
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, T)
7. Experience of writing risk assessments (A, I)
8. Strong attention to detail and a high degree of accuracy (A, I, T)
9. Strong interpersonal skills and ability to build rapport with young people and colleagues (A, I)
10. Able to act with discretion, confidentiality and sound judgement (A, I)
11. Good numerical and financial skills. (A, I)
12. Ability to build positive relationships with a wide range of stakeholders. (A, I)
13. Excellent problem-solving skills and ability to remain calm under pressure (A, I)

Other Relevant Information

1. Must live onsite at Freeman's School for the full duration of the residential programme.
2. Willingness to work evenings, overnights and weekends during delivery.
3. Enhanced DBS with barred lists required.

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.