



Job Description

Job Title: Digital, Production & Venue Support Network & Systems Manager

Department: Digital, Production & Venue Support

Grade: D

Location: Guildhall School of Music & Drama

Responsible to: Deputy Head of Digital, Production & Venue Support (Recording & AV)

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

To provide complete and comprehensive operational management for all Guildhall School's extensive range of recording and audio-visual network and systems including all assists associated with Dante Domain Manager & NDI Video Networks (totalling over 400 assets within 60 performance venues and classrooms).

To manage and organise the growing inventory of specialist equipment currently in excess of £2.1m, ensure the provision of maintenance as appropriate and that equipment is available in accordance with the School's academic and performance requirements.

To provide a high level of management and organisational support to the Deputy Head of Digital, Production & Venue Support (Recording & AV) and offer, to the highest international level, comprehensive performance and administrative provision in all matters relating to the use and implantation of the School Recording and Audio-Visual systems.

To do everything possible to ensure that these systems enrich and support the student experience in terms of learning and performance and develop systems, processes and learning to enhance student's understanding and utilisation of these technologies.

To develop and maintain industry contacts to enhance the performance and reputation of the Digital Production & Venue Support department and contribute to the promotion of the Guildhall School both nationally and internationally as a centre for innovation and excellence.

Main Duties & Responsibilities

1. To operationally manage the Schools state of the art Media Network, providing regular testing and detailed diagnostics and upkeep reporting to the Deputy Head of Digital, Production & Venue Support (Recording & AV).
2. To lead on the management of the state-of-the-art video distribution system ensuring highest possible video quality is being transmitted and received with the lowest possible latency. Be responsible for developing the system in line with industry technological advances, offer detail reporting and upgrade information.
3. To manage the Digital, Production & Venue Support department inventory (currently in excess of £2.1 million); ensuring all equipment is functional, safe and performance ready.
4. To be responsible for the planning and execution of infrastructure upgrades as directed by the Head of Department and in compliance with the City's procurement regulations.
5. To manage system and firmware updates, prioritising student experience, ensuring compliance with software licensing in accordance with City of London frameworks and liaising with the school's Head of Business Systems & IT Network Manager.
6. To develop and maintain proactive relationships with internal and external stakeholders and industry contacts to ensure that DPVS systems are industry standard, and that departmental technical output and services are beyond those being achieved by our competitors.
7. To maintain an overview and understanding of the School's Curriculum and teaching methods. To lead and develop processes, systems and learning to enhance and develop students understanding of networked Audio & Video and how this can be integrated into their specific performance needs.
8. To work closely with all faculties of the School to develop and create specific all departmental workflows relevant to learning and ensure that the system provides learning support consistent with Programme Gold Copies and Regulatory Frameworks.
9. To work closely with all departments, including Junior Guildhall and Centre for Young Musicians (CYM), to discuss their Recording and AV requirements, to advise on how these can support learning and performance, and to ensure the best possible service from utilised technology.
10. To work closely with Programme Leaders and other e-learning technologists to advise on and ensure that DPVS systems integrate fully with the Schools e-learning technology and infrastructures.
11. To deputise for the Deputy Head of Digital Production & Venue Support when required



12. To undertake any other duties that may reasonably be requested appropriate to the grade
13. 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.
14. 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.
15. To undertake any other duties that may reasonably be requested appropriate to the grade

Person Specification

Job Title: Digital, Production & Venue Support Network & Systems Manager

Department: Digital, Production & Venue Support

Grade: D

Trent Position number: 19E0087/001

DBS Criterion: No DBS

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 degree level in a relevant technical subject or possess an equivalent level of skills knowledge and experience in Networking, Sound Engineering or Video Engineering. (**A**)
- Ability to develop and maintain a network of industry contacts to maintain up to date knowledge of services provided by competitors. (**A, I**)
- Ability to support academic staff and students in relevant technologies in accordance with curriculum requirements and teaching methods. (**I, T**)
- Outstanding interpersonal skills and ability to develop and sustain professional working relationships with Guildhall School colleagues, clients, students and external professional bodies in the provision and development of technical services providing excellent customer service at all times. (**A, I**)
- Strong organisational skills, self-motivated and a self-starter with excellent time management (**A, I, T**)
- Flexible, able to prioritise effectively and manage more than one project at once (**A, I, T**)
- Ability to use own initiative, make decisions and approach problem solving from a client-centric position. (**A, I, T**)

Experience Required

Essential

- Wide and proven experience in a digital environment undertaking advanced system and network management of Recording and Audio-Visual Systems (**A, I**)
- Experience of undertaking systems and network management, the maintenance of equipment and technical support in a Performing Arts, Broadcast, or Higher Education environment. (**A, I, T**)
- Extensive experience of managing multiple-system integration. (**A**)
- Experience of leading the development and implementation of new procedures and systems in a technical environment at departmental, cross-departmental and organisational levels. (**A**)
- Experience in delivering long-term projects in line with industry standards. (**A**)
- Experience of managing change in a fast-paced environment (**A, I**)

Desirable

- Experience of budget management (**A**)
- Experience working with media-over-IP protocols, such as Dante, NDI, ST2110 (**A, T**)
- Understanding of specialist audience development strategies for Performing Arts events (**I**)
- Qualification in networking, such as Cisco CCNA or similar (**A, T**)
- Ability to assess and reason strategically, and understand the national and international context of Higher Education in the Performing Arts sector (**A, I**)

Technical Skills & Knowledge

- Extensive knowledge and skills in network management, the maintenance of equipment and the provision of technical support. (**A, I, T**)
- Up to date knowledge and understanding of developments in recording and audio visual technologies and the ability to assess the potential application of these in a performing arts and educational context. (**I, T**)
- Ability to develop Digital, Production & Venue Support services to support e-learning technologies. (**A, I**)
- Total Fluency in
 - Pro Tools, Logic Pro and DaVinci Resolve are essential.
 - Dante Level 3, and experience with Dante Domain Manager.
 - VLAN administration and network management (**A, T**)

Other Relevant Information

(e.g. working hours if applicable)

35 hour week per week with Regular Weekend and Evening Overtime.

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 £45,650 to £50,860 per annum (inclusive of Inner London Weighting). 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 9.00am – 5.00pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive, plus occasional evenings and weekend work as overtime. 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 Public/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 month's 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.