



JOB DESCRIPTION	
Job Title	Production Arts & Drama Administration Officer (Records)
Department	Production Arts & Drama Administration
Grade	C
Location	Guildhall School of Music & Drama
Responsible to	Production Arts & Drama Administration Manager (Records)
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. 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

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 (Records), the role holder will take personal responsibility for maintaining the accuracy of student records, including assessment and engagement data, and supporting processes associated with our programme provision.

Key Relationships

- Production Arts & Drama Administration Manager (Records) – Line Manger
- Faculty staff
- Assistant Registrar (Student Records)
- Head of Student Services

Main Duties & Responsibilities

- Support all student assessment processes in line with School deadlines and regulations and faculty and external requirements, including the preparation and dissemination of assessment templates, mark entry and the provision of feedback to students.
- Take personal accountability for the data quality of student records, including assessment data, ensuring appropriate confidentiality and sensitivity and that records are accurately maintained in accordance with the agreed retention schedules.

- Take responsibility for ensuring that records of student engagement are accurately maintained and monitor student engagement on a regular basis, escalating any student of concern as appropriate.
- Utilise specialist systems and databases – e.g. student records systems and virtual learning environments – and in accordance with best practice, ensure consistency of data and identify and resolve issues.
- Take responsibility for ensuring that staff are kept informed of students' learning support arrangements where appropriate, whilst maintaining appropriate confidentiality and sensitivity.
- Take responsibility for resolving enquiries, including face-to-face and via email, responding within agreed timeframes and escalating complex enquiries as appropriate.
- Assist in ensuring that quality assurance requirements are met for relevant programmes.
- Support module and programme evaluation processes in line with current School best practice.
- Service meetings held under the School's Academic Engagement Regulations as directed by your line manager.
- Actively participate in the development and improvement of programmes and processes to support students and academic staff through identifying and suggesting improvements based on feedback.
- 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 (Records)
Department	Guildhall School of Music and Drama - Drama
Grade	C
Trent Position Number	

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

- Sound knowledge and understanding of student records and assessment processes in UK Higher Education and any associated legislation or guidelines which govern these. (A/I/T).
- Excellent written and oral communication skills including the ability to draft documents and correspondence (A/I/T).
- Excellent organisation and time management skills (A/I).
- Strong numeracy skills and ability to analyse numerical data (A/T).
- Excellent working knowledge of Microsoft Office packages and the ability to work on new systems (A/I/T).
- Methodical, detail oriented and flexible in approach to work, maintaining a high level of accuracy (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).
- Curious, customer service oriented, with a commitment to personal accountability and continuous improvement (A/I).
- Comfortable with adapting to change, driving own professional development (A/I).
- Commitment to equality and diversity in the workplace (A/I).

Desirable

- Educated to degree level. (A)
- Experience of using specialist academic systems such as SITS, Moodle (VLE) and ASIMUT (timetabling) within a Higher Education institution. (A/I)

Experience Required

Essential

- Experience of working in a similar role in a UK Higher Education institution. (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).
- Experience of handling casework, including drafting correspondence and outcomes (A/I/T).
- Experience of handling enquiries from a variety of stakeholders (A/I)

Desirable

- Experience of professional theatre practice and knowledge of the creative industries (A/I)

Recruitment – Note to Applicants

These key skills and experience will be used in the decision making process for recruitment. Please give examples of how you have exhibited these in your previous role(s). It is essential you address each of these on the application form on the section for supporting information.

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.

Salary

The salary range for this job is **£35,740 - £39,540** per annum, including Inner London Weighting, 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.

Contract

The position is offered on a permanent basis.

Hours of Work

Normal hours of work are 9.00am – 5.00pm, being 35 hours per week excluding lunch breaks, Monday-Friday but the postholder 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. There are subsequent increases to entitlement to annual holiday according to length of service.

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.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

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.

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

Two 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.

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.