



Job Description

Job Title: Outreach Officer
Department: Production Arts
Grade: C
Location: Guildhall School of Music & Drama
Responsible to: Outreach Manager
Responsible for: n/a

Purpose of Post

The Guildhall School's Production Arts Outreach programme promotes greater access to creative training and careers for young people and is aimed at improving diversity and representation within the creative industry and education.

Working in conjunction with Guildhall School's Access & Participation, Innovations, and Marketing Departments, our Outreach programme creates and delivers wide-ranging activities that include school trips into Guildhall, delivering free creative workshops into schools and theatres for young people, attending student recruitment events, and representing the Production Arts department at industry conferences and networking events.

Working as part of the **Outreach** team, the role holder will provide core operational and administrative support for the programme and to the Outreach Manager, including practical production support for the Backstage Roadshow, Get Backstage, exhibitions and student recruitment events.

Main Duties & Responsibilities

1. To provide operational and administrative support for Guildhall School's Production Arts Outreach programme.
2. To assist the Backstage Roadshow facilitators in the preparation of workshop spaces, materials, and supervision when delivering workshops to participants.
3. To attain a working knowledge of all workshops being offered and delivered as part of the Backstage Roadshow (Automation, Costume, Props, Lighting, Scenic Art, Sound, Stage Management, Video Mapping).
4. To respond and deal with client enquiries and support the Outreach Manager with smooth client management. To maintain an excellent level of customer service for the programme, including phone and email responses, and dealing with issues in person.
5. To be a point of contact for the Outreach programme for production related duties, liaising between key managers at the Guildhall School, students, clients, partners and suppliers.
6. To process purchase orders and invoices using the City of London's Procurement System (CBIS) including creating new suppliers, communication and filing of orders and



registering of invoices in the payments database. To support all corporate credit card related administration for the programme.

7. To book travel and accommodation using the City of London's Portal and monitor income/expenditure for the Outreach programme (in particular tracking production spending), in order to support the smooth financial running of the programme and individual projects.
8. To support the Outreach Manager through pre-production. This will include arranging logistics for client meetings and site visits, preparing project documentation such as lesson plans, equipment schedules, and supporting practical preparation such as Risk Assessments (RAMS), and maintaining/monitoring Outreach programme schedules.
9. To support the Outreach Manager with event delivery; to be present on site or on location for logistical support during specified live events and programming. This may include receiving and monitoring equipment and liaising with project stakeholders.
10. To support the Outreach Manager when necessary, in managing equipment stock and storage across School locations.
11. To support the maintenance and transport of equipment, and to assist with van driving responsibilities related to event delivery.
12. To cover general administration for the office including office management duties such as updating databases, order equipment and supplies, booking resources and deliveries.
13. To support the marketing, social media, and evaluation aspects of Outreach activities in gathering of information and images for use and ensuring this supports the overall aims of the Outreach programme.
14. To provide support for the Backstage Roadshow and Get Backstage facilitators and assistants.
15. To attend meetings and training sessions as appropriate.
16. 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.
17. 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.
18. To undertake any other duties that may reasonably be requested appropriate to the grade, including travel and to work occasional evening and weekend hours.
19. To drive the Guildhall School van as required in support of activities.

Person Specification

Job Title: Outreach Officer



Department: Production Arts
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

[Please ensure only relevant qualifications are listed for the post being advertised] e.g. Must be qualified as a Chartered Member of the CIPD or be able to demonstrate a level of knowledge at this level - (A,I etc)

1. Demonstrable commitment to and professional experience working in theatre or live events for a minimum of 3 years (A, I).
2. . (A)
3. Able to work with and inspire young people. (A,I)
4. Knowledge of current Health & Safety legislation, and its compliance in the operation of a public building. (A,I)
5. Full clean UK Driving Licence. (A,I) (experience of driving a transit sized van desirable but not essential).

Experience Required

(e.g. Budget Holding Experience if appropriate)

[Core behaviours may be included if appropriate]

1. Professional experience in at least one area of Production Arts (Costume, Design Realisation, Stage Management, Theatre Technology. (A,I)
2. Ability to teach and/or instruct young people in the use of relevant theatre technologies and processes. (A, I)
3. Proven experience of working in an administrative role within the Event/Entertainment Industry or Arts or Higher Education organisation or other appropriate Sector with a commitment to quality and achieving the highest standards. (A)
4. Experience of using, improving, creating and managing office information systems and databases. (A, I)
5. Will demonstrate a good attention to detail, with the ability to work quickly and accurately under pressure. (A, I)
6. Excellent customer service and communication skills with the ability to develop and maintain productive relationships with freelancers, clients, funders, and internal stakeholders. (A, I)
- 7.

Technical Skills & Knowledge

1. Excellent IT skills in Microsoft Word, Excel, Outlook, Access. (A, I,T)
2. Sound numerical and financial skills – experience of processing invoices desirable, but not essential (A, I, T)
3. Good writing skills – ability to draft correspondence, memos, etc. (A, I)



4.

Other Relevant Information
(e.g. working hours if applicable)

1. Occasional evening and weekend work.
2. Occasional travel and overnight stays away from home may be required to support events.

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 until July 2026.

Salary



The salary range for this job is £35,740 – £39,540 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, on a rota between Monday to Sunday, 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.