

Job Description

Job Title: Digital, Production & Venue Support Administrator

Department: Digital, Production & Venue Support (DPVS)

Grade: C

Location: Guildhall School of Music & Drama

Responsible to: Digital, Production & Venue Support Office & Project Manager

Responsible for: N/A

Purpose of Post

- To coordinate all aspects of the day to day running of the DPVS Department providing a high level of administrative support to the Head of DPVS, and DPVS Office & Project Manager and other members of the department.
- To provide the first point of contact for the DPVS department liaising with students, professors and external bodies in all matters relating to the department, including client emails, classrooms assistance, phone & personal enquiries.
- To develop procedures and process for the DPVS department.
- Scheduling bookings for the department's activities and maintaining an accurate overview of upcoming work, using our automated workflows. To provide the highest level of customer service to both internal and external clients of the DPVS department, including professors, students, visitors and external bodies.

Main Duties & Responsibilities

Duties and Responsibilities

1. To coordinate, manage and create systems/procedures that support the administration of the DPVS department.
2. To be the first point of contact for the DPVS department including:
 - a. Managing the department email correspondence.
 - b. Dealing with telephone enquiries.
 - c. Dealing with face-to-face enquiries.
3. To provide high levels of customer service and communication with internal and external clients including students, staff, teachers and outside agencies.
4. To assist staff and students with the operation of classroom Recording & AV systems (training will be given)

5. To maintain the department diary and centralised room booking system with regard to equipment bookings, recording sessions, event technical support, meetings, staff commitments etc.
6. To manage the detailed requests and online forms for all resources, staff, event technical support and recording requirements, escalating technical detail issues as appropriate.
7. To manage the system for issuing loan equipment and collecting it back in, passing details of follow-up requirements to DPVS team.
8. To manage the system for providing copies of recordings to staff and students:
 - a. Taking information for file transfers and giving clients realistic delivery dates.
 - b. Ensuring jobs are allotted to staff and timetabled in the departmental diary.
 - c. Tracking the progress of jobs and flagging issues to the DPVS Office & Project Manager.
 - d. Dealing with collection of completed jobs and associated payments.
9. To manage the provision of departmental information on the website and intranet and to update accordingly.
10. To be responsible for placing purchase orders using the i-procurement system for authorisation by the Head of DPVS (appropriate training will be given).
12. To take minutes of staff and client meetings for the DPVS department and distribute as appropriate.
13. To process timesheets for the DPVS Department.
14. To process casual and freelance payments for the DPVS Department. In addition, to create casual and freelance agreements, complete all necessary checks and file all paperwork in the department confidentially.
15. To maintain expenditure records and provide management information on the current budget position.
16. To maintain records of departmental workload and throughput, producing regular reports on deadlines met etc.
17. To assist in the preparation and coordinate the maintenance of the department's asset registers.
18. To assist with housekeeping of DPVS work areas e.g. ensuring equipment is returned to designated storage after use.
19. To maintain stock levels of consumables for the DPVS department, ordering as necessary.20. 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.

21. 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.

22. To undertake any other duties that may reasonably be requested appropriate to the grade

Person Specification

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Department: Digital, Production & Venue Support (DPVS)

Grade: C

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. Education to A Level standard or equivalent (A)
2. A minimum experience of 2 years in an administrative role, preferably including booking administration (A) (I)

Experience Required

1. Diary management experience with the ability to schedule and monitor bookings for a team (A) (I)
2. Experience of creating and developing, monitoring and maintaining systems e.g. stock including managing a system for issuing and collecting equipment, or filing systems including confidential records. (A) (I)
3. Experience using database systems e.g. Access or a financial database for raising purchase orders and monitoring payments (A) (I)
4. Excellent experience of bespoke software systems e.g. resource management, room booking and online procurement systems (A) (I)
5. Experience of creating, implementing & improving workflow systems (A) (I)
6. Demonstrable experience of managing change and reviewing and improving office procedures. (A) (I)
7. Demonstrable experience of taking clear and accurate minutes (A) (I)
8. Demonstrable experience of updating intranet/website pages (A) (I) Good oral communication skills in order to effectively communicate with customers and provide advice and information in a clear and concise manner. (A) (I)
9. Good written communication skills in order to write emails, minutes and working procedures. (A) (I)
10. Demonstrable customer care skills and a commitment to delivering excellent customer service. (A) (I)

11. Ability to prioritise, manage own workload, self-motivate and meet deadlines with attention to detail. (A) (I)
12. Ability to work well within a team and to monitor and co-ordinate the workflow of the team including co-ordinating email correspondence, updating rotas and distributing information. (A) (I)
13. Ability to work well within a team and to monitor workflow of the team to meet deadlines. (A) (I)
14. Ability to be logical and able to apply an innovative approach to problem solving(A) (I)
15. Good numeracy skills and the ability to keep accurate financial records. (A) (I)

Technical Skills & Knowledge

1. Technical knowledge of audio visual equipment (A) (I)
2. Excellent IT skills in Microsoft Word, Excel, and Outlook Skills and ability to undertake administrative tasks including co-ordinating and updating staff rotas, undertaking diary management and managing and developing records and filing systems (A) (I)
3. Understanding of the principles of video or audio editing. (A) (I)
4. Training in Music Technology (A) (I)

Other Relevant Information

1. Self-motivated with a professional and friendly approach. A desire to work with young people in the arts is essential. (A) (I)

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 £36,900 – £40,850 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 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.