



Job Description

Job Title: Open Programmes Production Manager (Summer Schools)

Department: Innovation

Grade: D

Location: Guildhall School of Music & Drama

Responsible to: Open Programmes Manager: Summer Schools

Responsible for: Informal supervision of Open Programmes Coordinators and Short Courses Assistants

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 Innovation Team comprises several strands of activity: Guildhall Open Programmes (short courses and summer schools), GPS, Creative Partnerships and Guildhall Ignite.

The postholder will be responsible for the delivery, operations and logistics for all short courses and summer schools, ensuring a successful and smooth delivery a smooth-running programme and high-quality experience for all stakeholders (participants, internal and external colleagues, tutors).

With the help of the Open Programmes Coordinators, this will include managing the planning and preparation for the delivery of the programme, logistics and event production, providing excellent customer service to internal and external stakeholders, maintaining accurate budgets and complying with HR and financial processes, being involved in project evaluation and supporting the marketing strategy.

They will develop and maintain excellent relationships across the School and with external suppliers and partners, across all areas of course delivery.

They will work closely with the Head of Open Programmes and Open Programmes Manager: Summer Schools and support them in and in achieving annual financial and recruitment targets. They will act as a deputy for the Open Programmes Manager: Summer Schools and Head of Open Programmes where appropriate, and monitor the operational duties and tasks of the Open Programmes Coordinators.

Main Duties & Responsibilities

1. To manage the operational planning, procedures and delivery for Open Programmes strands of Short Courses activity, focusing on the 2025 Summer Schools across the breadth of the in-person and online offer. Other activities include Easter courses, evening courses, and weekend courses. To support the Open Programmes Manager: Summer Schools and Head of Open Programmes in achieving annual financial and recruitment targets.
 - a. To set up production plans and schedules for Open Programme strands of activity, covering all elements of operational planning and logistics from conception to delivery. To ensure adequate time is allocated for set tasks and activity, and to implement procedures to ensure deadlines are hit, and risks are mitigated. To support the Open Programmes Coordinators to deliver their tasks and achieve deadlines. 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.
 - b. Liaising with the Open Programmes Manager: Summer Schools and Head of Open Programmes, to keep abreast of overall course plans and proposals, and understand in detail their requirements in order to undertake the logistical planning and production, keeping apprised of business plans and proposals in order to anticipate and plan for future programme needs.
 - c. To set up production plans and schedules for Open Programme strands of activity, covering all elements of operational planning and logistics from conception to delivery. To ensure adequate time is allocated for set tasks and activity, and to implement procedures to ensure deadlines are hit, and risks are mitigated.
 - d. To act as a source of expertise on the technical support which can be given to the programme, and contribute to the creativity of what can be delivered to ensure courses are innovative and of the highest quality, particularly in view of the wider commercial significance of what is being delivered.
 - e. To support the Open Programmes Coordinators to deliver their tasks and achieve deadlines (booking suitable venues and rooms, liaising with tutors and internal teams about set-ups, technical or other equipment required)
 - f. 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.
 - g. To ensure that all events are appropriately staffed.
2. To work closely with the Open Programmes Manager: Summer Schools and Head of Open Programmes, in striving to develop and improve the overall running of programmes and delivery of courses.
3. To create, implement, and manage systems/procedures that support the administration of projects. To ensure Open Programmes Coordinators are trained and follow systems and procedures correctly. This includes both revising current systems and implementing new systems and procedures across projects and programmes.
4. To build and maintain excellent relationships with key stakeholders and work collaboratively with all relevant departments to ensure a consistently high level of quality

of delivery across support services for Open Programmes. To confirm stakeholder resources and time are agreed in a timely manner, and that they are clear on what is expected from them.

- a. Operational stakeholders include; Facilities, Audio Visual (AV), IT, Performance Venues (PV), Projects Team, Academic Departments (Music, Drama, Production Arts), Student Affairs and. Catering partners. To manage the required support across these provision areas.
 - b. Academic stakeholders include: Short courses tutors, academic departmental staff.
5. To liaise with relevant external partners and suppliers such as catering, and external hire companies providing space, materials and equipment.
 6. To oversee the customer experience for Open Programmes. To ensure excellent customer service and support is provided to all participants and prospects from the point of enquiry to their attendance on the course via the different channels used to engage with prospects and participants in person and online (emails, telephone, online platforms, social media etc.) To seek to improve the customer journey through regular review of customer related processes and procedures used by the Open Programmes Coordinators.
 7. To oversee the booking of all teaching and performance spaces related to Open Programmes activity, liaising with all necessary diary holders. To ensure room bookings procedures through the School diary system (ASIMUT) are followed properly, supporting and monitoring Open Programmes Coordinators. To liaise with external space providers to book spaces. To undertake research into identifying new spaces to support programme expansion.
 8. To represent Open Programmes at relevant internal committee and operational meetings.
 9. To work with the Open Programmes Manager: Summer School and the Head of Open Programmes to ensure that all Open Programmes policies are compliant, appropriate for efficient business operations and uphold the values of the School. To support Open Programmes Manager: Summer School with the writing of risk assessments for Open Programmes activity.
 10. To organise and lead operational and systems focused project planning meetings, including cross departmental production planning meetings, and regular status meetings with key internal stakeholders. Also, to deputise for the Open Programmes Manager: Summer Schools at meetings where necessary.
 11. Guided by the Open Programmes Manager: Summer Schools, to organise promotional film and photography to take place during Open Programme seasons, liaising with the Marketing team filming consultants, confirming schedules and ensuring Open Programmes Coordinators have all relevant information to support the filming and photography. To inform and liaise with tutors (and participants) in advance of the filming and photography.

12. With the Open Programmes Manager: Summer Schools, to manage all systems. and procedures related to Safeguarding including managing the DBS process for engaging tutors, short courses assistants and other staff working with Open Programmes. To ensure that all staff working on programmes offered to participants under the age of 18 have the correct and necessary DBS certificates, to organise the process in a timely manner. To deputise for the Open Programmes Manager: Summer Schools in their role as Designated Safeguarding Lead – thus acting as Deputy Safeguarding Lead.
13. To oversee the day-to-day monitoring of financial administration and reconciliation of Open Programmes, ensuring the Open Programmes Coordinators are maintaining accurate process and administration including; administering financial spreadsheets, reconciling income and spend, raising and receiving invoices, processing new suppliers, and making payments through internal payroll.
14. To ensure that Open Programmes activity is launched on the website (and set up on the CRM system) by the deadlines agreed with the Head of Open Programmes and to ensure that the Open Programmes Coordinators have been provided with the accurate information to enable their publication.
15. To support the Head of Open Programmes with the programming and scheduling of the yearly programme, to ensure the creative vision can be delivered within the practical limitations of our spaces and resources.
16. Alongside the Head of Open Programmes and the Open Programmes Manager: Summer Schools to manage the contracting process for external tutors, guest speakers and engaging internal staff (short courses assistants, accompanists, etc.) appropriately. Ensuring all contracted staff are set up in a timely manner and paid the correct rates. To support the Head of Open Programmes in cyclical reviewing and setting of fees.
17. To manage the annual recruitment, engagement and supervision of chaperones and short course assistants for in-person under-18s short courses and summer schools. To ensure short course assistants receive relevant training (customer service, safeguarding, Open Programmes processes), to appropriately support their participant cohorts. To produce the timetable for short course assistants, ensuring under-18s are provided the appropriate level of adult supervision throughout their time at the School.
18. To coordinate Open Programmes evaluation, ensuring the Open Programmes Coordinators collect and collate relevant information for effective analysis and that all processes comply with GDPR laws. To organise and participate in debrief meetings with the tutors. To provide the Head of Open Programmes with synthesised data on key performance indicators (such as participant numbers, demographics, and financial data).
19. To support the Head of Open Programmes in delivering the marketing strategy for all Short Course related activity. Liaising with the Marketing Team and Head of Open Programmes, to help identify tutors and participants who can help with the promotion of Open Programmes activity.
20. When using Sundial or other accommodation for participants: to manage all operational aspects of the School's residential offer for summer schools (currently exclusive to Sundial Court, the School's halls of residence, but with potential to extend beyond this



footprint). This includes liaising with Facilities to reserve rooms, maintain and improve processes and procedures for allocating rooms to residential participants, ensuring all residential related policies and procedures including safeguarding are maintained and appropriate, and liaising with the catering provider.

21. To manage Open Programmes information systems and databases (including SITS – student records system). Guided by the Head of Open Programmes, to take responsibility for R&D (research and development) or new systems, undertake project management of migration onto new systems which support Open Programmes expansion.
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

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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. High level of experience in managing the planning and production and successful delivery of large-scale events, projects and programmes within a creative field preferably gained from Arts or Higher Education organisation (A, I)
2. High level experience of event management: coordinating events/functions, managing the logistics, event promotion, information and relationship management (A, I)
3. Excellent understanding of systems management particularly those relevant in education and lifelong learning (student records systems, bookings and CRM systems, databases etc) (A)
4. Proven ability to build strong and positive working relationships and communicate effectively with a diverse group of stakeholders (A, I)
5. Excellent customer service skills. (A, I)
6. Proven ability to conduct research and development of projects, particularly related to systems, processes, and procedures. (A, I)
7. Experience of identifying performance indicators for projects, and extracting and synthesising data in order to assess and improve performance (A, I)
8. Excellent writing skills, including the ability to draft correspondence, memos, take accurate notes in meetings, business cases. (A)
9. Excellent communication skills, being able to convey and share information clearly within the team, but also when dealing with external stakeholders over the phone or face to face. (A,I)
10. Excellent numerical and financial skills with experience of managing budget sheets, keeping financial records and processing invoices (A, I)



11. Experience of creating marketing materials such as newsletters, pamphlets, websites, social media content and online and print advertising, and supporting project related marketing and promotional activities (A, I)
12. 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)
13. 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)
14. Proven ability to work in a team setting, with the ability to share work and support colleagues during busy periods (A, I)
15. Attention to detail and a high degree of accuracy (A)
16. Experience of DBS and safeguarding requirements for under 18s (training will be provided)

Technical Skills & Knowledge

1. Extensive knowledge and ability to use Microsoft Office Packages including Microsoft Word, Excel and Outlook (A, T)
2. Experience of working with databases and ability to extract data (A, I)
3. Knowledge and ability to use online platforms such as MS Teams, Zoom and VLEs. (A, I)
4. Experience of using social media platforms for event promotion (A, I)
5. Experience of production schedules and production management (A, I)
6. Experience of writing risk assessments (A)

Other Relevant Information

1. Experience of DBS and safeguarding requirements for under 18s (training will be provided)
2. Knowledge of student records and timetabling systems used with Higher Education setting such as ASIMUT or SITS
3. Knowledge and understanding of requirements in relation to processing personal data - GDPR (training will be provided)
4. The role requires evening and weekend work – relevant to when programmes are taking place. The role will be based in person at Guildhall School of Music & Drama with limited opportunities for hybrid working.

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.

Salary

The salary range for this job is **£42,750 - £47,620**, 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 fixed-term basis.

Hours of Work

Normal hours of work are 9.30am – 5.30pm, 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 28 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

One 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.

