

TRINITY LABAN CONSERVATOIRE OF MUSIC & DANCE

PROGRAMMES ADMINISTRATOR

(Full-Time, Permanent)

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PROGRAMMES ADMINISTRATOR

Contract: Full time, Permanent

Salary: £25,735 - £29,200 p.a. including LWA

Trinity Laban Conservatoire of Music and Dance is a forward thinking, contemporary and world-class Higher Education Institution with a vision to redefine the conservatoire for the 21st century. At the leading edge of music and dance training, it provides specialist education of the highest quality, which reflects the increasingly collaborative world of artistic practice and supports the lifelong career development of students and professional performing artists.

Based within Registry at the Faculty of Music (King Charles Court), the Programmes Administrator will be responsible for supporting the effective day-to-day operation of the department in a busy office environment. Duties will include dealing with staff and student enquiries, acting as secretary to Programme Committees and supporting key processes such as assessment, programme and module evaluation and mitigating circumstances. The successful candidate will also provide administrative support for the Assistant Director of Music (Head of Programmes) along with Programme Leaders for activities relating to the continuing development and support of undergraduate and postgraduate studies in the Faculty of Music. The Programmes Administrator may also be required to work at the Faculty of Dance (Laban building).

The successful candidate will have strong administrative experience, communication and organisational abilities, excellent IT skills (knowledge of database packages would be beneficial) and the capability to work under pressure to meet deadlines. Experience and knowledge of Higher Education would also be an advantage. You should be an enthusiastic team worker with commitment and reliability. Please note that flexible working will be required during key assessment periods.

As an equal opportunities employer we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

If you think this might be just the job for you, please register an account with our eRecruitment system (or login if you have an account) and complete an online application form using the following link <https://jobs.trinitylaban.ac.uk/>

Closing Date: 23:59 hours BST, 29 January 2019 (No Agencies)

Interview Date: 07 February 2019

For any queries about this position that are not covered in the job pack, please email staffrecruitment@trinitylaban.ac.uk or contact Chloe Roper, People Services and Resourcing Officer on 0208 305 9476.

All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City, University of London.

Trinity Laban Conservatoire of Music and Dance is a company limited by guarantee registered in England and Wales Company No. 51090. Registered Charity No. 309998.

JOB DESCRIPTION

Post:	Programmes Administrator
Department:	Registry
Reporting to:	Academic Administration Manager (Music)
Grade:	5
Contract:	Full-Time, permanent

PURPOSE OF ROLE

- To contribute to the efficient day-to-day operation of the Registry
- To support the delivery of HE programmes within the Faculty of Music
- To work with the other academic administration staff across the Registry to maintain consistent administrative standards and excellent levels of service across the Institution
- To deal with confidential information sensitively and efficiently
- To maintain accurate student records using relevant Trinity Laban systems

Main duties

1. To maintain effective communication and to be the primary point of contact for programme related matters for other staff, students, and external contacts.
2. To assist in the maintenance of relevant pages on Moodle, the intranet and Trinity Laban website, as required.
3. To assist in the day-to-day operation of the Registry office within the Faculty, including taking telephone enquiries, email enquiries, covering the enquiry desk and maintaining paper files and archiving documents.
4. To update the student records system (database), inputting enrolment information, assessment results and updating records when required.
5. To assist in the operation of Mitigating Circumstances procedures, servicing and attending meetings as required and notifying students of the result of their application.
6. To assist the Academic Administration Manager with the organisation of assessments, including booking examiners, accompanists, arranging equipment set-ups and dealing with student queries.
7. To operate monitoring procedures for student absences, developing such procedures to comply with UK Visas and Immigration regulations for Tier 4 student visas and ensure that Trinity Laban fulfils its obligations as a Tier 4 Sponsor.
8. To assist with preparations for, and the operation of, Registration, Induction, Open Day and Presentation Day events, as required.

9. To assist with the operation of permission for absence procedures for students in the Faculty of Music.
10. To support the Assistant Director of Music (Head of Programmes) in the effective and efficient management of the undergraduate and postgraduate programmes, including the support of Programme Leaders to ensure that decisions relating to academic content and delivery are implemented and maintained as required.
11. To act as Secretary to the music programme committees, programme team meetings and other meetings as required.
12. To gather and update information for the preparation and production of programme handbooks and other documentation for students.
13. To coordinate and administer Trinity College London (TCL) diploma examinations
14. To assist in the administration of evaluation procedures (both written and oral) for modules and programmes, including the collation and distribution of statistics for monitoring purposes.
15. To assist with the collection of sampled coursework for External Examiners and to make arrangements for visits during the assessment period.
16. To provide support for activities relating to programme review, validation and revalidation.

Other

- To undertake any other duties, which may reasonably be required by the Deputy Registrar, Academic Administration and Quality across the Trinity Laban Registry.

THE POST HOLDER MUST:

- At all times be committed to Trinity Laban's Equality and Diversity Policy.
- Adhere to all policies and procedures relating to Health and Safety in the workplace.
- Promote the profile and image of the Department, the Faculty of Music's portfolio of programme offerings and the Conservatoire wherever possible;

CONSERVATOIRE VALUES:

- All staff are expected to operate in line with Trinity Laban's Terms and Conditions for staff, which set out the principles of how we work together. More information about the Conservatoire's vision, mission and values is available at:
<https://www.trinitylaban.ac.uk/about-us/governance/our-vision>

Trinity Laban has a no smoking policy on its premises.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.

PROGRAMMES ADMINISTRATOR PERSON SPECIFICATION

Criteria	Specification	E/D	Measured By
Education/ Qualifications	A good honours degree or equivalent work experience	Essential	Application
	Interest in or knowledge of music or dance	Desirable	Application, Interview
Experience			
Experience	Experience of working within an administrative role	Essential	Application, Interview
	Experience of working within higher education	Desirable	Application, Interview
	Experience of servicing committees and writing minutes	Desirable	Application, Interview
	Experience of providing high levels of service in a 'customer-facing' role	Essential	Application, Interview
Knowledge or Understanding			
Knowledge or Understanding	Knowledge of database packages (Access/QLS/CRM), experience of using Student Record Systems for data input and reporting	Desirable	Application
	An understanding of the appropriate levels of authority and when issues or problems should be escalated through the appropriate management structures.	Essential	Interview
Skills and Abilities			
Skills and Abilities	High level of numeracy and accuracy	Essential	Test
	Excellent written and verbal communication skills	Essential	Application, Interview, Test
	Excellent IT skills, including proficiency in Excel, Word, and Outlook	Essential	Application, Test
	Able to prioritise tasks and meet deadlines while working under pressure	Essential	Application, Interview
Personal Qualities			
Personal Qualities	Self-motivated, enthusiastic, flexible team worker	Essential	Application, Interview
	Scrupulous attention to detail	Essential	Test, Interview
	Able to deal with difficult and/or sensitive situations with tact and discretion	Essential	Interview
Special Working Requirements			
Special Working Requirements	Able to work outside of normal office hours (with notice) during specified periods	Essential	Interview

Applicants must be eligible to work legally in the United Kingdom. If you do not have the necessary permissions to do so, unfortunately we are unable to consider your application.

CONDITIONS OF SERVICE – SUMMARY AND STAFF BENEFITS

Contract:	Full-Time, permanent, subject to a 6-month probationary period.
Hours:	35 hours per week, usually from 9.00am to 5.00 pm Monday to Friday, (with a daily lunch break of one hour). Some evening working will be required during busy periods, for which time off in lieu will be given.
Location:	You will be based at the Faculty of Music (King Charles Court, Old Royal Naval College but may also be required to work at the Faculty of Dance (Laban building, Creekside).
Salary:	Trinity Laban Staff Salary Scale, Grade 5, Incremental Points 16 - 21, £25,735 - £29,200 p.a., inclusive of a London Weighting Allowance of £3,718 p.a. Salaries are paid on the last working day of each month direct into bank or building society accounts.
Holidays:	25 days p.a. in addition to Statutory, Bank and Public Holidays.
Sick Pay:	Trinity Laban operates the Statutory Sick Pay Scheme, and staff may be eligible for benefits in excess of this under Trinity Laban's own sick pay scheme.
Pension Scheme:	The successful candidate, upon completion of their probationary period, will be eligible to join the Universities Superannuation Scheme. Employees contribute at the rate of 8% of their pensionable salary. The Conservatoire pays the Employers contribution currently at the rate of 18% of pensionable salary.
Staff Development:	A range of Staff Development opportunities are available.
Library:	The Laban Library & Archive (Faculty of Dance) and the Jerwood Library of the Performing Arts (Faculty of Music) are available for use.
Car Parking:	A limited number of parking spaces are available at the Laban Building, subject to availability.
Cafeteria:	Our Cafeterias/Licensed Bars at both sites serve a range of hot and cold drinks and snacks.
Events:	There is a wide range of music and dance performances each week, many of which are free to members of staff.
Classes:	Reduced rates access to Adult Classes.
Eye Care:	Vouchers for eye tests are available for VDU users.
Health:	Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department.

INFORMATION ON TRINITY LABAN CONSERVATOIRE OF MUSIC AND DANCE

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance. The unequalled expertise and experience of its staff, and its world class facilities housed in landmark buildings, put Trinity Laban at the forefront of vocational training in music, musical theatre, and dance.

Our history goes back to 1872 with the founding of Trinity College of Music in London. Trinity College of Music merged with Laban (founded in 1946) in 2005 to create Trinity Laban, now home to a creative and cosmopolitan community of students, teachers and researchers from around the globe.

We have a reputation for innovation and forward-thinking, and are focused on training students for life-long careers in our art forms. Each year we welcome over 1,000 students from over 60 countries to follow undergraduate, postgraduate and research programmes. Thousands more people enjoy music, dance and health activities as part of our lively performance and outreach programmes.

Our unrivalled roster of teaching staff includes respected academics, performers, composers and choreographers. Many of them are active researchers who push at the boundaries of their art forms, and extend our understanding of artistic and educational practice. We also welcome leading visiting artists, ensembles and companies from around the world, so our students benefit from working directly with today's top performers.

We work together in a number of outstanding locations, including the 17th-century Old Royal Naval College at Greenwich (a World Heritage Site), the Stirling Prize-winning Laban Building in Deptford, and the magnificent Grade II listed Blackheath Halls. Our world-class facilities include state-of-the-art practice rooms and dance studios, flexible performance spaces and internationally famous libraries. Students also have access to the cultural wealth of London, and regularly perform at its leading venues.

To find out more, visit trinitylaban.ac.uk