

TRINITY LABAN CONSERVATOIRE OF MUSIC & DANCE

Student Services Administrator

(Part-Time 0.4FTE, Permanent)

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Student Services Administrator

Contract: Permanent part-time 0.4FTE

Salary: £25,735 - £29,200 (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.

The role is key to the day-to-day functioning of Student Services, providing comprehensive support amongst a student-focused team covering a wide range of services. Whilst it is a supporting role, there will still be face-to-face contact with students. There is an expectation to resolve low-level issues and provide general sign posting when core staff are not present. Processing financial awards will be a key part of the job, as is referring students to external organisations where appropriate. Candidates will need accuracy with record keeping, data collection and a keen eye for detail, as keeping information accurate and up-to-date will form significant parts of the role.

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, Monday 11th February 2019 (No Agencies)

Interview Date: Friday 22nd 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 4382.

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:	Student Services Administrator
Department:	Student Services
Reporting to:	Head of Student Services & Accessibility
Grade:	Grade 5
Contract:	Part-time, Permanent

PURPOSE OF ROLE

- Providing Administrative Support to the Student Services team.
- Processing orders, sales invoices and financial awards.
- Helping the Student Advisors with accommodation related tasks.
- Updating Moodle, the Intranet, our website and paper based resources.
- Dealing with basic queries to the service.
- Distributing information on behalf of the Student Services Team.

Main duties

1. Arranging and servicing meetings within the department.
2. Acting a Secretary to Student Services Meeting.
3. Raising invoice and purchase orders for the department.
4. Checking expenditure and running financial reports.
5. Contacting students about results of applications.
6. Acting as a first point of contact for the department.
7. Answering general enquires via email.
8. Updating contact information and changes to procedure on staff and student facing information.
9. Occasionally be on panels deciding the allocation of financial support to students.
10. Coordinating practical arrangements for induction, open day and other events.
11. Collecting statistical data in liaison with other Services staff
12. Distributing disability disclosure information
13. Collecting table table/teacher information for Student Services staff

Other

- Help with researching specific projects.
- To undertake other duties within the scope of the post when asked by your line manager.
- Processing our Health and Disability Questionnaires.
- Assisting Student Advisors by answering queries about accommodation on the phone or via email.

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 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.

STUDENT SERVICES ADMINISTRATOR PERSON SPECIFICATION

Criteria	Specification	E/D	Measured By
Education/Qualifications	Completed first degree, equivalent qualification or professional experience	Essential	Application
Experience	Working in a student/customer facing environment	Essential	Application
	Working with financial management software	Desirable	Application
	Experience of editing online content	Desirable	Application
	Experience of working in the creative arts	Desirable	Application
Knowledge or Understanding	An awareness of the issues that students in higher education face today	Essential	Interview
	Ability to use music notation software and/or read music	Desirable	Interview
Skills and Abilities	Strong IT skills, including MS Office	Essential	Test
	Good level of numeracy and administrative skills	Essential	Test
	Ability to prioritise and organise	Essential	Interview
	Ability to work under pressure to meet deadlines	Essential	Interview
	Attention to detail	Essential	Test at interview
	Ability to work independently and as part of a team	Essential	Interview
	To be supportive and empathise with others	Essential	Interview
Personal Qualities	Approachable, confident and able to engage with students on a wide range of issues	Essential	Interview
	A proactive approach to work	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:	Part-time 0.4FTE, permanent subject to a 6 month, probationary period.
Hours:	14 hours per week 0.4FTE, with a daily lunch break of one hour. Some evening and weekend 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, £10,294 - £11,680 (£25,735 - £29,200 at 1FTE) p.a., inclusive of a London Weighting Allowance of £1,487.20 (£3,718 at 1FTE) p.a. Salaries are paid on the last working day of each month direct into bank or building society accounts.
Holidays:	10 days 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 will be auto-enrolled into 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