Administrative and Technical Assistant (0.55FTE)

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>8456</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Music</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 3, starting at £23,766.83 p.a. pro-rata</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>0.55 FTE, 19.25hrs per week</td>
</tr>
<tr>
<td>Location:</td>
<td>New Cross, London</td>
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Closing date for applications: **Monday 12 November, 2018**

Interviews: **Thursday 22 November, 2018**

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**Goldsmiths**

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We’re looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk) to make your request.
Department of Music

The Department of Music is one of the largest and most vibrant in the UK, with over 300 students in the three undergraduate programmes (Music, Popular Music and Music Computing), and over 100 students on Masters and PhD programmes. The Department leads creative practice research, combining theoretical areas - musicology, analysis, music informatics [music computing] and ethnomusicology – with composition, performance, and sonic arts. Supporting its studies and research are the Stanley Glasser Electronic Music Studio and the Goldsmiths Music Studios, well-equipped rehearsal rooms, and performance venues including the Deptford Town Hall Council Chamber and the Goldsmiths Great Hall.

The Department has 24 establishment staff lecturers (including four professors), over sixty associate lecturers and instrumental tutors, and a professional service team of 16, across administrative, technical and studio staff. For further information please view our web page at www.gold.ac.uk/music/

Job description

Reporting to: Technical Operations Manager

Role summary

The Music Technicians work across all areas of the department providing technical assistance to staff and students and ensuring that our spaces and equipment are fully functioning. Areas of work include supporting learning and teaching, individual staff/student projects, rehearsals, assessments and performances. The team also handles the hiring of a range of musical equipment and provides access for students to key music spaces. The Administrative and Technical Assistants are the first point of contact for enquiries to the Music Technicians’ office and are responsible for a number of day-to-day operational matters that support the work of the department.

Duties

Store Desk

• Deal with student and staff enquiries to the office and forward them on as appropriate
• Handle room bookings and equipment loans
• Maintain the online booking system for rooms and equipment on behalf of the Music Technicians and work with other department admin users and external advisors to resolve issues
• Label and barcode bookable assets and update the online booking system as stock is added to or replaced
• Check stock levels of equipment and consumables and ensure that the day-to-day equipment is fit for purpose
• Communicate efficiently with staff and students

Specialist Music Spaces
• Set-up and troubleshoot basic audio/visual presentations for department activities.
• Assist with student and staff technical queries and forward as appropriate.
• Carrying out checks to ensure music rooms are fit for purpose

General Duties
• Upload raw data files to the Department’s archive as required
• Assist the technical team with moving equipment
• At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity and Dignity at Work Policy;
• You will be required to undertake any other duties as may reasonably be required
• Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
• At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths’ Health and Safety Codes of Practice and Policy

The role includes some moderate, and occasionally strenuous, physical work such as moving equipment and instruments, for which training will be provided. Please note that we are positive about supporting disabled applicants and workplace adjustments will be made when and where required.

Flexibility to work evenings and occasional weekends is a requirement of the post.

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.
The Category column indicates the method of assessment:

A = Application form  C = Certificate
I = Interview  R = Reference
T = Test / P = Presentation

<table>
<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>University degree in a relevant subject</td>
<td>C</td>
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<table>
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<tr>
<th>Essential Criteria 2 - Experience</th>
<th>Category</th>
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<tbody>
<tr>
<td>Experience of customer service and of working in a student/staff facing role</td>
<td>A,R,I</td>
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<tr>
<td>Experience of working in a technical environment</td>
<td>A,R,I</td>
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<tr>
<th>Essential Criteria 3 – Knowledge</th>
<th>Category</th>
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<tr>
<td>Knowledge of administering room booking systems (ideally LORE database, though specific training to be provided on induction)</td>
<td>A,R,I</td>
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<tr>
<td>Knowledge necessary to set up and troubleshoot basic Audio/Visual presentations</td>
<td>A,R,I</td>
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<tr>
<td>Strong general knowledge of musical instruments and equipment</td>
<td>A,R,I,T</td>
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<tr>
<th>Essential Criteria 4 - Skills</th>
<th>Category</th>
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<td>Excellent written and interpersonal communication skills, in terms of supporting a variety of colleagues and students</td>
<td>A,R,I</td>
</tr>
<tr>
<td>Highly proficient in the use of Microsoft Office and database skills</td>
<td>A,R,I</td>
</tr>
<tr>
<td>Excellent organisational skills and ability to prioritise</td>
<td>A,R,I</td>
</tr>
<tr>
<td>Ability to support teaching and administration and demonstrate basic use of AV equipment</td>
<td>A,R,I</td>
</tr>
<tr>
<td>Ability to work as part of a team as well as unsupervised, and demonstrate personal initiative when appropriate</td>
<td>A,R,I</td>
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Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact <Richard Campion>, tel 020 7078 5021, e-mail r.campion@gold.ac.uk.

David Badger, Department Business Manager, October 2018
Summary of Benefits

If you choose to work with us, you’ll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You’ll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

Thank you for your interest in working with us, we wish you all the best with your application.