

Assistant Department Business Manager

Job Reference:	<from Agresso>
Department:	Department of Music
Grade/ Salary:	Grade 6, £32,671 - £35,421
Contract Type:	Permanent
Hours:	35 per week, full time
Location:	New Cross, London

Closing date for applications: **20 September 2017**

Interviews are expected to take place w/c 2 October 2017

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.



Passionate about advancing equality
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Together
we are different

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. The Department has 20 establishment staff lecturers (including four professors) and over sixty associate lecturers and instrumental tutors. The Head of Department is currently Ian Gardiner. For further information please view our web page at www.gold.ac.uk/music/

Job description

Reporting to: Department Business Manager

Role summary:

The Assistant Department Business Manager is crucial, student-facing role that manages day-to-day student administration in the department. You will act as the department's data 'champion', ensuring the department is underpinned by high quality data and student administration, and will resolve day-to-day issues. Responsible for a small team of professional staff, you will play a key role in ensuring the department is proactive and reliable in key areas of administration and supports its students well.

Main duties:

- To manage the day-to-day student administration of the department, ensuring student- and staff-facing functions are well managed, acting as first point of contact for resolving day-to-day issues, supporting the Department Business Manager on specific projects, and leading in the administration of the areas detailed below
- To manage the work of the programmes team, to ensure the department is well supported by an efficient and professional team, supervising and contributing to student services such as the reception desk and at departmental events
- To act as the department's data 'champion', capturing data effectively and ensuring department records are accurate, maintained and stored appropriately
- To assist with project work across department student administration, estates and facilities, producing clear and concise reports as needed
- To maintain the department's workload planning record and its calendar of key dates
- To manage the office budget, monitoring spend whilst keeping department supplies at an appropriate level and equipment fully functioning
- To act as departmental liaison for Short Course practical arrangements
- To support the programmes team and manage performance, ensuring staff understand their contribution to the department and to the University Strategic Plan, to carry out appraisals and identify training needs

Estates and Facilities

- To act as first point of contact for resolving standard maintenance issues across department spaces and equipment, including IT, working with departmental and central College teams to maintain the day-to-day running of the department's facilities and that users are properly informed
- To identify potential future issues with departmental spaces and equipment as well as any

- long-term needs and proposing solutions
- To maintain departmental records and inventory of its non-specialist equipment and IT
- To coordinate the day-to-day logistics of estates and IT works in the department, following project scoping and approvals
- To coordinate the provision of equipment and supplies for administrative and academic staff

Timetabling and Space Management

- Develop a strong understanding of the practical needs of the activities of the department, including its curriculum, to be able to effectively manage use of spaces
- To coordinate departmental use of spaces across curriculum, instrumental and vocal teaching, events, Short Courses and student booking requirements, pre-empting and resolving clashes
- To collate and prepare curriculum planning data for annual timetabling and to input, and supervise the inputting by others, annual timetabling data, ensuring information is in place to meet college timescales and for students to receive accurate and timely schedules
- To deal with ad hoc amendments to curriculum timetabling throughout the year
- To produce the termly schedule for instrumental and vocal teaching and room allocations

Student Curriculum and Assessment Records

- To act as data 'champion' for the department's student records, ensuring that departmental data and other information relating to student curriculum and assessment records is accurately and intelligently collected and maintained throughout the year, and that associated departmental and College paperwork is dealt with promptly
- To provide data sets, stats and reports for projects, such as NSS and DLHE, as required by key department staff
- To resolve standard issues with student curriculum and assessment records in liaison with central College teams
- To coordinate the work of the programmes team on large projects, such as module selection, assessment mark entry and resit arrangements
- To ensure the return of marks by markers to meet departmental assessment deadlines
- To oversee day-to-day updates by professional staff to the department's VLE pages

General

- To coordinate the departmental response to requests for information from the College, where appropriate
- To act as secretary to departmental committees, servicing paperwork, issuing invitations and writing minutes
- To work as a key member of the team of professional administrative staff, actively contributing to the music administration as a whole, and helping at department events, which may involve occasional evening and weekend work
- To develop strong working relationships with all departmental colleagues, as well as key contacts across the College
- To undertake any other duties as may reasonably be required
- To ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- To at all times help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

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

	Category
Essential Criteria 1 - Qualifications	
An honours degree and/or professional qualifications relevant to the role	A, C, I
Essential Criteria 2 – Experience	
Significant administration experience in an HE institution and the capability to work in a complex and challenging environment, preferably with an understanding of Music/Arts	A, I R
Proven experience of developing, implementing and enhancing new and existing systems and processes	A, I R
Experience and confidence in handling large and complex data sets (including anomalies) within an HE environment	A, I, R
Significant experience managing or supervising the work of others, and the ability to motivate staff	A, I, R
Essential Criteria 3 – Knowledge	
Knowledge and experience of timetabling in a complex environment, ideally in the Arts or HE	A, I, R
Sound working knowledge of Music and its requirements as a degree subject	A, I, R
Knowledge and experience of managing budgets	A, I, R
Desirable Criteria 3 - Knowledge	
Knowledge and experience of an integrated online system for finance, human resources and/or student records	A, I, R
Essential Criteria 4 - Skills	
The ability to handle difficult situations, to use initiative, and to work effectively under pressure	A, I
Excellent interpersonal skills and the ability to form effective long-term working relationships with colleagues in diverse roles	A, I
The ability to multi-task and manage a heavy and varied work load, and to work independently and as part of a team in an active environment	A, I, R
Strong, appropriate decision-making skills	A, I, R

Excellent attention to detail and a high level of skills in the use of IT, especially in Excel	A, I, T
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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 David Badger, Department Business Manager, using d.badger@gold.ac.uk.

August, 2017

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.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

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