

Administrative and Technical Assistant

(Available from 1 September 2024)

	A2A-6170
Department:	Music
Grade/ Salary:	Grade 3: £27,937 pro rata, inclusive of London Weighting
Contract Type:	Permanent
Hours:	0.4FTE
Location:	New Cross, London

Opening date: 20.06.2024

Closing date: 12.07.2024

Interviews: late July 2024

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 to make your request.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



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 across three undergraduate programmes (Music, Popular Music and Electronic Music, Computing and Technology), and over 100 students on Masters and PhD programmes. The Department is a leader in creative practice research, combining theoretical areas – musicology of various kinds, analysis 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 hosts research units, centres and groups in Asian Music, Contemporary Music, Popular Music, Fringe and Underground Music, Russian Music, and Sound Practice.

Performance and creative practice work sit at the heart of the Music Department's undergraduate and postgraduate programmes, and embrace a very wide range of repertoire, genres and approaches, from traditional orchestral and choral contexts, to popular music of all persuasions, jazz and improvised musics, gamelan, electronic and sonic arts, and cross-disciplinary and installation work. The Department supports a number of co-curricular ensembles, as well as hosting the 'PureGold Festival', a celebration of the diversity of its performance and composition which also acts as a showcase for graduation work.

For further information please view our web page at www.gold.ac.uk/music/

Job description

The Role

Reporting to: Senior Events and Technical Manager

Main duties

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. 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.

Main duties and responsibilities

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
- 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
- Flexibility to work evenings and occasional weekends is a requirement of the post
- You will be required to undertake any other duties as may reasonably be required

This post is offered at 0.4FTE, and the post holder will work an average of 14 hours per week. On occasion you may be asked to work irregular hours to support events and assessments where appropriate. Additional hours may be available for specific projects on a casual claim basis.

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	
Undergraduate qualifications in a relevant area	C
Essential Criteria 2 – Experience	
Experience of customer service and of working in a student/staff facing role	A, R, I
Experience of working in a technical environment	A, R, I
Essential Criteria 3 – Knowledge	
Knowledge of administering room booking systems (ideally LORE database, though specific training to be provided on induction)	A, R, I
Knowledge necessary to set up and troubleshoot basic Audio/Visual presentations	A, R, I
Sound general knowledge of musical instruments and equipment	A, R, I, T
Essential Criteria 4 - Skills	
Excellent written and interpersonal communication skills, in terms of supporting a variety of colleagues and students	A, R, I
Highly proficient in the use of Microsoft Office and database skills	A, R, I
Excellent organisational skills and ability to prioritise	A, R, I
Ability to support teaching and administration and demonstrate basic use of AV equipment	A, R, I
Making resources available and accessible, including through the Virtual Learning Environment	A, R, I
Ability to work as part of a team as well as unsupervised, and demonstrate personal initiative when appropriate	A, R, I
Desirable Criteria 1 - Qualifications	
PGT or higher qualifications in a relevant area.	C
Desirable Criteria 2 - Experience	
Experience of supporting practical university level assessments	A, R, I
Desirable Criteria 3 - Knowledge	
Knowledge of music software packages used within university degree settings	A, R, I

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 Jacob Ware, e-mail J.Ware@gold.ac.uk or visit www.gold.ac.uk/hr.

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, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave 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
- 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.