

## JOB DESCRIPTION

<b>JOB TITLE</b>	Courses and Workshops Officer
<b>TYPE OF CONTRACT</b>	Permanent, full-time
<b>RESPONSIBLE TO</b>	Deputy Admissions Manager
<b>COUNTERSIGNING MANAGER</b>	Commercial Director
<b>GRADE AND SALARY</b>	Grade 3 (£28,620 - £32,212)  Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
<b>HOURS OF WORK</b>	35 hours per week; Monday to Friday (9.30am - 5.30pm) plus evening and weekend work as and when necessary
<b>KEY WORKING RELATIONSHIPS</b>	Short Courses: Student Services Team, Course Leader (Short Courses), Drama School Office, Commercial Director, Marcomms
<b>INTERNAL</b>	
<b>EXTERNAL</b>	Exams: Qualifications Syllabus and Content Manager, Chief Examiner, Deputy Chief Examiner, Examinations Operations Manager, Finance, Commercial Division, Marcomms
<b>PROBATIONARY PERIOD</b>	Your employment will be subject to a probationary period of 6 months
<b>BENEFITS</b>	
<b>(1) HOLIDAY ENTITLEMENT</b>	Generous annual leave of 28 days plus Bank holidays (this is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
<b>(2) PENSION</b>	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
<b>(3) MATERNITY, PATERNITY AND ADOPTION PAY</b>	Enhanced maternity, paternity and adoption pay will be made for eligible employees
<b>(4) GP 24</b>	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors

<b>(5) EMPLOYEE ASSISTANCE PROGRAMME (EAP)</b>	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues
<b>(6) MENTAL HEALTH SUPPORT</b>	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
<b>(7) CYCLE TO WORK SCHEME</b>	LAMDA offers a salary sacrifice cycle to work scheme
<b>(8) EYE TESTS</b>	Sight test costs is reimbursed to employees who require VDU Use
<b>(9) HYBRID WORKING</b>	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home
<b>(10) GROUP LIFE ASSURANCE</b>	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
<b>(11) SEASON TICKET LOAN</b>	LAMDA offers an interest-free loan for the purchase of an annual season ticket
<b>(12) REWARDS MARKETPLACE</b>	You are eligible to join our reward scheme in which you can take advantage of discounts and perks in 1000s of brands from a wide variety of categories

## **JOB PURPOSE**

The purpose of this job is to coordinate and administrate the delivery of all LAMDA short courses and workshops as well as liaise with customers and workshop participants to ensure the smooth running of all operations surrounding short courses and workshops at LAMDA. The successful applicant will be working closely with the drama school and LAMDA Exams department to help grow LAMDA's short course and workshops offer in order to meet the business objectives of the Drama School, LAMDA Examinations and, ultimately, of LAMDA Limited.

## **DUTIES AND RESPONSIBILITIES**

### **For the Drama School**

- To oversee the administration surrounding the successful delivery of LAMDA short courses, weekend workshops and the summer school.
- To work with third party providers such as accommodation providers and trips and activity providers to ensure the right infrastructure is in place for short courses.
- To liaise and communicate with customers and attendees prior to and during the duration of short courses. This communication includes but is not limited to: Sending out timetables, room information and zoom links, advising on equipment, monitoring access requirements, signposting questions around LAMDA facilities and academic support within LAMDA.
- The main point of contact for Short Course applicants, providing advice and guidance about LAMDA short courses.
- Using LAMDA's student report system to manage applications to and offers for LAMDA's short courses in line with LAMDA's annual recruitment targets.
- Ensure with the Short course leader and LAMDA Marketing department students have up to date information for short courses.
- Ensuring that induction and welcome activities for short course students are booked, including excursions, theatre visits and social activities.
- To take and process payments for courses and workshops through the appropriate system and liaise with finance to chase late payments.
- To track applications and income, working with Commercial Director and Course Leader for Foundation & Short Courses to ensure highest profit margins achieved.
- To create, amend and publish annual schedules of LAMDA courses and workshops. To liaise with Marcomms to ensure LAMDA marketing material and the website information is accurate.
- To be available on the day of the course or workshop to resolve any issues.
- To work closely with the Short course Leader, Student Admissions Team, Finance, Marketing and Communications and Development team in order to identify target numbers and outstanding tasks.

### **For LAMDA Exams**

- To oversee the administrative coordination of examinations workshops.
- To liaise with the Chief Examiner and Qualifications Manager, to ensure all courses and workshops documentation is up to date and accurate.
- To track applications and income, working with Commercial Director and Deputy Chief Examiner to ensure highest profit margins achieved.
- To create, amend and publish annual schedules of LAMDA courses and workshops. To liaise with Marcomms to ensure LAMDA marketing material and the website information is accurate.
- To liaise with customers and attendees to resolve queries prior to and around course start dates.
- To welcome and enrol new students and be available on the day of the course or workshop to resolve any issues.
- To process and deliver post-course material, including certificates, medals and awards.
- To research and write up proposals for new LAMDA courses and workshops, based on customer feedback and business needs, liaising with Marcomms for market research and content experts to develop new courses.
- To liaise with the Partnerships and External Relationships and Marcomms teams to identify and promote new courses and workshops.
- To support the Chief Examiner and Student Services Team to achieve relevant course accreditation (i.e. CPD).
- To support the delivery of Examination courses to LAMDA Students.
- To support Marcomms in the creation of new support materials to promote LAMDA courses and workshops.
- To ensure facilitators' travel arrangements and accommodation needs are met where a course requires in-person attendance.
- To support the annual review of LAMDA's courses and workshops policies and procedures and to be responsible for maintaining accurate courses and workshops records on the appropriate system.
- To feed into the budgeting of courses and workshops annually.
- To undertake any other appropriate aspects of the work of the Drama School and Examinations departments when necessary.

## PERSON SPECIFICATION

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Degree or equivalent experience in the performing arts or creative sector.	Relevant experience of working in an Arts Education business Experience of working in a fast-paced environment	Certificates (If applicable)

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
		<p>Experience in administration and operations</p> <p>An understanding of and interest in the creative arts and inclusive, accessible ways of teaching and learning</p>	
<b>SKILLS &amp; ABILITIES</b>	<p>Strong oral and written communication skills</p> <p>Excellent interpersonal skills</p> <p>Excellent organisational skills</p> <p>Confident using digital platforms</p> <p>Initiative and problem-solving skills</p>	<p>Event organisation expertise</p> <p>Budget management of events and courses</p>	CV/Cover letter/ Interview
<b>KNOWLEDGE</b>	<p>Customer Service experience</p>	<p>Experience of working in an awarding body/with the regulators</p> <p>Strong knowledge of speech and drama qualifications and graded examinations</p> <p>Knowledge of the HE qualification system</p>	CV/Cover letter/ Interview

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
		Supplier management experience	
<b>EXPERIENCE</b>	<p>Previous administrative experience</p> <p>Previous experience in or a customer facing role</p>	<p>Strong project management</p> <p>Development of policies and procedures</p> <p>Events organisation</p>	CV/Cover letter/ Interview
<b>PERSONAL QUALITIES</b>	<p>Flexible and adaptable</p> <p>Proactive &amp; eager to show initiative</p> <p>Proven ability to work under pressure</p> <p>Focused, highly efficient and self-motivated with the ability to think creatively and to take the initiative to meet strict deadlines across a number of simultaneous projects</p> <p>Excellent team working</p>	<p>Positive attitude and 'can do' approach</p> <p>Ability to lead others in a team</p> <p>An interest in theatre, the creative arts and theatre training</p>	CV/Cover letter/ Interview

***This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.***

***The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.***

## ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019, and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumni Benedict Cumberbatch was appointed the Academy's President.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.