



Royal Conservatoire
of Scotland

Job Description

Job Title	Pre HE Duty Supervisor (8 hours per week, term time)
School/Department	Academic Innovation
Job Holder	VACANT
Responsible to	Lifelong Learning Manager
Date	March 2017

1. Job Purpose

The pre-Higher Education teams run classes for children, young people and adults during evenings and weekends, all year-round. The programme is multi-artform, co-educational and offers activities both as open access and auditioned classes. Teams involved in the programming and planning of pre-HE activity are Lifelong Learning (LLL), Junior Conservatoire (JC), and Widening Access and Participation (WAP)

The Pre-HE Duty Supervisor will supervise all coordination and organisation of classes and courses at times when they are running. This work will take place mainly during evenings and weekends, although some weekly daytime work will be required during holiday programmes (i.e. Spring Schools and Summer Schools).

You will provide customer care and support as required to ensure that a quality assured, safe, customer-focussed service is offered to all pre-HE students at the Royal Conservatoire of Scotland.

Where reasonably practicable, you will ensure that all classes are staffed appropriately, are fit for purpose, are safe and healthy, begin and end on time and are delivered according to the needs of the customer, the tutors/lecturers and the Conservatoire.

You will supervise any programme assistants to ensure they carry out their duties fully.

2. Duties and Responsibilities

- Be fully aware and compliant with all necessary policies and procedures relating to health and safety, child protection and quality standards in RCS.
- Work with Client Services Duty Supervisor to ensure that both departments are aware and supportive of the needs of the customers in the campus buildings. Prepare memo update for Client Services team re: rooms, tutors, Duty staff and any other key health and safety/customer care data required by front desk.
- Ensure rehearsal rooms, corridors, student zones are clean and fit for purpose prior to and at the conclusion of each session, working with Client Services and Domestic Services to create immediate as well as longer terms solutions regarding delivery/customer experience. Implement RCS Room Standards guidelines.
- Lead on the communication and implementation of safe working environments and methods, within Conservatoire health and safety guidelines and especially in relation to weather, illness, environmental impacts, incidents, accidents, emergency situations and/or evacuations.
- Ensure all relevant risk assessments are adequate, up to date and in place, safe systems of work are implemented, and contribute/respond to reviews and audits as required.
- Ensure that all fire register and attendance register procedures are in place and being implemented, monitored and reviewed.
- Liaise closely with pre-HE staff in relation to feedback, evaluation and continuous improvement of customer care experiences.
- At the start of any term or course, lead on the provision of any planned welcome meetings ensuring students are aware of general housekeeping issues and health and safety requirements/policies and procedures.
- On sharing or performance days assist the pre-HE team with Front of House responsibilities.
- Lead of the induction experience with other duty staff as required.
- Ensure the safe flow of staff and students in front of house areas and to and from rehearsal/workshop/production rooms.

- Ensure all AV requests are met, safely installed, equipment properly secured and returned as per published AV processes.
- Ensure effective supervision of any student left unattended at the end of the session.
- Lead on emergency contacts and procedures in the event of illness, an accident or incident involving either staff or students. Follow reporting procedures as required.
- In the event of a tutor/lecturer being late for class, ensure appropriate supervision or cover of the class takes place.
- In the event of tutor/lecturer illness, where appropriate find suitable cover for class or cancel/arrange refunds where this is not possible.
- Write and disseminate a duty report on issues and incidents at the conclusion of every duty session. Follow up on key actions and resolutions as required.
- Supervise and support the work of the Programme Assistants, ensuring key duties are undertaken and any administrative tasks left by pre-HE colleagues completed.
- Prepare any course material or adjustments as requested by tutors within handbook procedures.

3. Scope of the Job

Financial:

- This post has no financial responsibilities

Staff:

- This post has no line management responsibilities but will be expected to supervise the work of programme assistants.

4. Context

Operating Environment:

Internally, the Conservatoire is an intense, student-centred environment in which students are regarded as professionals in training. Performance is the Conservatoire environment.

Lifelong Learning evening and weekend classes require to be run, supported and developed by a small team of people who prioritise high quality staff and student care within a safe and protective environment.

The responsibility of the team is supported further by the role of the Client Services team where their Supervisor will have overall responsibility for the health and safety of the building and staff and students therein. This relationship is particularly important when we are working across the two campuses and lines of communication for incidents are required to be clearly documented and followed within Safe Systems of Work and risk assessments.

Framework and Boundaries:

As a member of the Lifelong Learning Team, you will be required to work within the Conservatoire Strategic Plan, the Conservatoire Policies and Procedures, the Academic Regulations and Quality Assurances processes required by the Conservatoire as well as the appropriate course documentation. Key policies and procedures are: -

- Protection of Children and Vulnerable Adults Policy and Procedures
- Race Equality and Equal Opportunities Policy

In addition, you will work within legislation and good practice on Equal Opportunities and Discrimination. E.g. Equal Opportunities, Disability Discrimination, Race Relations, Religious Beliefs, Sexual Orientation.

You will also be required to work within the similar policies which exist within any partner organisations affiliated to the Conservatoire and ensure their integration with Conservatoire policy and procedures.

5. Relationships

Line Manager: Lifelong Learning Manager

You will report to the Lifelong Learning Manager as your formal line manager, but will have regular contact with Lifelong Learning Coordinators with whom you will work alongside at weekends.

Other Contacts:

a) Within the Conservatoire:

You will have regular contact with teaching and administrative support staff within the Conservatoire and work closely with all members of the Lifelong Learning, Junior Conservatoire and Widening Access and Participation teams.

b) Outside the Conservatoire:

You will have regular contact with students and parents, and may have occasional contact with other higher educational institutions, local authorities, Partnership Agencies, national and international bodies including Scotland's National Companies, placement providers, service providers and schools as appropriate.

6. Knowledge and Experience

Although the under-mentioned qualifications are desirable, equivalent skills and experience may be deemed equally acceptable.

Qualifications:

Essential

- A good level of education – ideally a degree or equivalent in a Performing Arts subject.

Desirable

- An educational qualification.

Experience:

- Experience in co-ordination and customer care role.
- Experience of supervising staff.
- Excellent interpersonal and communication skills – able to communicate with people at a variety of levels, both verbally, face-to-face and in written form.
- Experience of working in a busy environment with changing priorities.
- Experience of working with children and young people.
- Experience of working on events involving large audience/participant numbers.

Desirable

- Experience of working with vulnerable adults.

Knowledge and skills:

- An understanding or knowledge of one of our five artforms (dance, drama, music, production or film).
- An understanding of health & safety and child protection legislation and its practical application.
- Good organisational and time management skills.
- Ability to work as part of a team with a flexible approach.
- Ability to deal with people at all levels both internally & externally.
- Excellent interpersonal skills – able to communicate with people at a variety of levels – internally & externally and particularly with young people.
- Good communication skills, both oral and written.
- Accuracy and attention to details.

- Flexibility and adaptability.
- Good problem-solving ability.

7. General Responsibilities (all staff)

a) Health and Safety

- To take care of your own health and safety at work and that of other persons who may be affected by your work activities.
- To apply at all times best practice in health and safety. You must safeguard the health and safety of all persons affected by the work activities you supervise at any premises you have control over.
- To work in the safe manner in which you have been trained and instructed and to advise your line manager of any health and safety issues you become aware of.

b) Policies and Procedures

- To familiarise yourself with the detail of the Conservatoire's Policies and Procedures and to actively ensure adherence.

c) Use of equipment and other appliances

- To take fullest care in handling, operation and safeguarding of any equipment, vehicles or appliance, used or issued by the Conservatoire or provided or issued by a third party for individual or collective use in the performance of your duties.

d) Dignity at Work and Study

- To uphold the Conservatoire's Dignity at Work and Study policy and practices and to treat all colleagues, students and contacts with respect and in accordance with the values of the Conservatoire.
- To promote and deliver excellence in services that value all staff and students.
- To recognise and acknowledge the potential multiple barriers to participation and success that exist for applicants, students and staff with care experienced backgrounds; those with caring responsibilities; and those with protected characteristics, and to work with colleagues across the Conservatoire to collectively identify ways in which the barriers can be reduced and eliminated

e) Personal Development

- To continuously enhance best practice in your area, undertaking training and Continuous Professional Development as appropriate.

f) Information Technology

- To implement security measures to protect against unauthorised access to, alteration or disclosure of information held on computer and to ensure

- adherence to the principles of the Data Protection Act and appropriate IT policies and procedures.
- To undertake any training in the operation of new technologies and associated systems as required.

g) Vision

- To promote and adhere to the Conservatoire Vision. (as detailed below)

8. Additional Information

The post holder must be available to work all Saturdays during the academic terms. In addition there may be additional Sundays and weekends out with term time when duty shifts are offered. There will also be an expectation for the duty supervisor to work some weekly daytime shifts during the summer holiday period (July and August).

9. Our Vision

To be Scotland's globally-recognised and inspirational leader in learning for the performing arts, attracting and nurturing the best Scottish and international creative talent.

As a Board of Governors, staff and student team, we embrace and are motivated by:

- Inclusivity, diversity and individuality.
- Disciplinary excellence and innovative cross-disciplinary collaboration.
- Breaking down barriers and challenging boundaries.
- The advancement of creative citizenship and leadership across the performing arts for our nation and for the world.

As a member of staff you will be expected to actively embrace these principles and demonstrate them in the course of your work.

Our Strategic Plan is based on the following four pillars:

1. Driving focused excellence.

We will:

- Create a culture of continuous professional development, to enhance and enrich the experience of our students and staff.
- Ensure that we deliver choice and flexibility to our students and embed pedagogical skills throughout our curriculum.

- Attract outstanding teachers and artists of international repute, who will act as a magnet for outstanding students.
- Apply technology to enhance our students' learning experience and to make us more efficient and effective.
- Deliver advancement and scholarship campaigns to support the development of a world-class creative campus and to attract and retain the best artists, teachers and researchers.
- Further enhance the quality, reach and impact of our research.
- Develop a sector-leading approach to improvisation through our curriculum.

2. Promoting diversity.

We will:

- Diversify art forms and disciplines, enrich the pool of talent, and connect more widely and deeply with diverse communities.
- Develop ground-breaking RCS Community Centres of Excellence through great partnerships.
- Nurture the talent of more of Scotland's young people, so as to increase their choices and opportunities.

3. Advancing lifelong learning.

We will:

- Nurture talent, creativity and active citizenship in all of our students.
- Develop excellence in the Junior Conservatoire, connecting us with more talented young people through focused and active partnerships with schools and key stakeholders
- Innovate our open access programme to contribute to the well-being and fulfilment of individuals of all ages and backgrounds.

4. Embracing our role as a national and international performing arts institution.

We will:

- Inspire and engage young people through creating a Teach Arts for Scotland programme, promoting excellent performing arts teaching in schools.
- Recognise and celebrate excellent arts teaching in Scotland's schools.
- Create an International Advisory Board to help realise our vision and advance our values on the world stage.
- Build partnerships and new relationships nationally and internationally.
- Be a national and international advocate for education in the performing arts

