

# TRINITY LABAN

## Students' Union Operations Manager

0.6 FTE, one-year fixed term

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# TRINITY LABAN

## Students' Union Operations Manager

Contract: 0.6 FTE, one-year fixed term

Salary: £35,555 to £42,013 p.a. pro rata (Including LWA)

Trinity Laban is striving to achieve excellence beyond tradition, creating a home for performing artists in which boundaries are pushed, collaborations are key, and artistic pioneers are made. We are a world-leading home for students from non-traditional backgrounds with a programme of activity that reaches out to all sections of society, centring the performing arts as a force for cultural and social progress.

*The Students' Union Operations Manager is a new role which will be responsible for the smooth running of the day-to-day business of Trinity Laban Students' Union (TLSU), supporting the President in the delivery of their manifesto commitments as well as working to support improvements to the overall student experience of all Trinity Laban students. The postholder will also ensure continuity between outgoing and incoming presidents and executive teams.*

*Applicants must be able to demonstrate strong administrative experience, outstanding communication and organisational abilities, excellent IT skills and the drive for dealing with a busy and varied workload, frequently working under pressure to meet deadlines. Applicants must additionally be able to demonstrate real enthusiasm for supporting the experience of Trinity Laban students.*

*As an equal opportunity employer, we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.*

*Please note all applications submitted will be shortlisted anonymously by our recruiting panel, so please ensure that your name and personal details are not included to your supporting statement, otherwise we will not be able to consider your application.*

**Closing Date: 23:59 hours BST, 06<sup>th</sup> October 2025 (No Agencies)**

**Interview Date: 17<sup>th</sup> October 2025**

*For any queries about this position that are not covered in the job pack, please email Katerina Filosofofoulou, Talent Resourcing and Organisational Development Officer on: [staffrecruitment@trinitylaban.ac.uk](mailto:staffrecruitment@trinitylaban.ac.uk)*

*All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City, University of London.*

*Trinity Laban Conservatoire of Music and Dance is a company limited by guarantee registered in England and Wales Company No. 51090. Registered Charity No. 309998.*

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## Job Description

Post:	Students' Union Operations Manager
Department:	Registry
Reporting to:	Assistant Registrar (Quality & Governance)
Grade:	6
Contract:	0.6 FTE, one-year fixed term
Line management:	SU Administrator Part-Time Bar Staff

### PURPOSE OF ROLE:

The postholder will ensure the smooth running of the day-to-day business of Trinity Laban Students' Union (TLSU), supporting the President in the delivery of their manifesto commitments as well as working to support improvements to the overall student experience of all Trinity Laban students. The Postholder will work with the TLSU President to devise and implement a clear vision for the union and facilitate a strong relationship between TLSU and Trinity Laban. The postholder will also ensure continuity between outgoing and incoming presidents and executive teams.

### Main duties

- To work with the TLSU President to carry out operational planning of Student Union activities, monitoring and reporting on progress periodically as appropriate.
- To be responsible for the day-to-day running and administration of TLSU business operations including the management of the TLSU Bar at King Charles Court.
- To support the TLSU President in delivering improvements in the student experience and facilitate stronger connections between the student body and TLSU including demonstrable engagement in student voice activity in support of NSS and TEF outcomes.
- To support the application process for charitable status for TLSU.
- To ensure a continuous improvement ethos is embedded in the TLSU, including carrying out frequent service reviews.
- To devise and implement service standards for TLSU including in relation to supporting Trinity Laban's student processes.
- To agree and manage service level agreements and key performance indicators with internal stakeholders.

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- To be responsible for TLSU facilities, premises and property, and management of any employees.
- To oversee the administration of the TLSU shared mailbox.
- To manage the TLSU website.
- To manage the TLSU Bar's, facilities and staff, working collaboratively with the Head of Customer Services and License Holder for Trinity Laban.
- To liaise with the Principal's Office, Registry and other departments as appropriate.
- To manage all TLSU Elections and act as Returning Officer.
- To ensure continuity of systems and processes between periods of office.
- To organise annual handover of the outgoing and incoming TLSU President and executive teams and to arrange appropriate training.
- To produce an annual budget in conjunction with the SU President, Finance Department and the TLSU Accountant and to monitor that budget throughout the financial year.
- To act as a signatory on the TLSU Bank Accounts(s).
- To oversee the organisation and management of TLSU events for the year including Freshers related activities in collaboration with the TLSU President and Officers. Supported by the SU Administrator.
- To create and review yearly, the TLSU 5-year plan with each incoming executive team, the TLSU accountant, and critical stakeholders.
- To troubleshoot on a regular basis to deliver an effective service to Trinity Laban's Student Body.
- To act as Secretary to the TLSU Advisory Board and other committees as appropriate.
- Prepare the annual TLSU Report for the Board of Governors in conjunction with the TLSU President.
- Conduct TLSU complaints investigations if the complaint is against the TLSU President.

## The Postholder must:

- *Be available to work evenings and weekends as necessary.*
- *At all times be committed to Trinity Laban's Equality and Diversity Policy.*
- *Adhere to all policies and procedures relating to Health and Safety in the workplace.*

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## Offers of Employment

*All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications and satisfactory references.*

*If you are unsure of your right to work in the UK, you can use the GOV.UK visa checking tool to establish your eligibility and options relating to visas.*

*Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants would be eligible for sponsorship under the Skilled Worker route.*

## Referees

*References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to the receipt satisfactory references covering current or most recent employment and the past three years of work.*

## Conservatoire Values:

*All staff are expected to operate in line with Trinity Laban's Terms and Conditions for staff, which set out the principles of how we work together. More information about the Conservatoire's vision, mission and values is available at <https://www.trinitylaban.ac.uk/about-us/>.*

*All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.*

*Trinity Laban has a no smoking policy on its premises.*

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## Students' Union Operations Manager Person Specification

Criteria	Specification	E/D	Measured By
<b>Education / Qualifications</b>	A first degree or equivalent administrative experience	Essential	Application
<b>Experience</b>	Administrative experience ideally in a higher education setting	Essential	Application
	Experience in dealing with students	Desirable	Interview
	Experience of managing budgets, including tendering	Desirable	Application
	Line Management experience	Desirable	Application
<b>Knowledge / Understanding</b>	Understanding of the higher education sector	Desirable	Application
	Understanding of the aims and objectives of a Students' Union and the responsibilities of its officers	Desirable	Interview
<b>Skills and abilities</b>	Strong MS Office skills (including Word, Outlook, Excel, etc.)	Essential	Application
	Experience of web design and management	Desirable	Application/Interview
	Strong verbal and written communication skills	Essential	Application/Interview
	Adaptability and flexibility to respond to new challenges and opportunities	Essential	Interview
	Strong planning and organisational skills and the ability to multi-task and prioritise own busy workload	Essential	Application
	Proven ability to deliver good service and to identify and implement service improvements	Desirable	Application/Interview
	Ability to work as part of a team	Essential	Interview
	Ability to build relationships with key stakeholders within the TLSU and the wider institution	Essential	Application/Interview
	Ability to work independently, using initiative to solve problems and offer solutions	Essential	Interview
	Strong attention to detail and accuracy	Essential	Application/Interview
	Experience of servicing committee meetings	Desirable	Application
<b>Personal Qualities</b>	Ability to take initiative within scope of responsibility	Essential	Interview
	Capable of working efficiently and effectively unsupervised under pressure to meet deadlines	Essential	Application
	Ability to handle a range of situations and negotiations diplomatically	Essential	Interview
<b>Special Working Requirements</b>	Availability to work flexibly and on occasion outside of normal working hours in support of TLSU activity	Essential	Interview
	Need to work across all TL sites as required	Essential	Interview

Please note, that it will not be possible for the Conservatoire to issue a Certificate of Sponsorship for successful candidates as we are awaiting further information from UK Visas and Immigration. Applicants will therefore need to be eligible to work in the UK or have limited leave to remain in the UK and associated right to work for the duration of their employment with the Conservatoire, in accordance with the Immigration, Asylum and Nationality Act 2006.

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## Conditions of Service Summary & Staff Benefits

<b>Contract:</b>	<i>Part-time, fixed term, subject to a 3-month probationary period.</i>
<b>Hours:</b>	<i>21 hours per week, usually from 9.00 am to 5.00 pm days TBC, (with a daily lunch break of one hour), but evening and occasional weekend working will be required, for which time off in lieu will be given.</i>
<b>Location:</b>	<i>You will be based at King Charles Court, Old Royal Naval College but will frequently be required to work at the Laban Building and occasionally at other Trinity Laban sites and external venues.</i>
<b>Salary:</b>	<i>The salary for the post will be in accordance with the Trinity Laban Staff Salary Scale, Grade 6, Incremental Points 22 – 29, £35,555- £42,013 p.a. pro rata, inclusive of a London Weighting Allowance of £4,319 p.a. pro rata. Salaries are paid on the last working day of the month into bank or building society accounts.</i>
<b>Holidays:</b>	<i>25 days pro rata, in addition to Statutory, Bank and Public Holidays</i>
<b>Sick Pay:</b>	<i>Trinity Laban operates the Statutory Sick Pay Scheme, and staff may be eligible for benefits in excess of this under Trinity Laban's own sick pay scheme.</i>
<b>Pension Scheme:</b>	<i>The successful candidate will be auto enrolled into the Universities Superannuation Scheme, if they meet the qualifying criteria. Employees contribute at the rate of 6.1% of their pensionable salary. The Conservatoire pays the Employer's contribution currently at the rate of 14.5% of pensionable salary.</i>
<b>Staff Development:</b>	<i>A range of Staff Development opportunities are available.</i>
<b>Library:</b>	<i>The Laban Library &amp; Archive and the Jerwood Library of the Performing Arts are available for use.</i>
<b>Car Parking:</b>	<i>A limited number of parking spaces are available at the Old Royal Naval College, Blackheath Halls and the Laban Building, subject to availability.</i>
<b>Cafeteria:</b>	<i>Our Cafeterias/Licensed Bars at both sites serve a range of hot and cold drinks and snacks.</i>
<b>Events:</b>	<i>There is a wide range of music and dance performances each week, many of which are free to members of staff.</i>
<b>Classes:</b>	<i>Free weekly staff Pilates class as well as reduced rates and access to Adult Classes.</i>

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<b>Eye Care:</b>	<i>Vouchers for eye tests are available for VDU users.</i>
<b>Health:</b>	<i>Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department.</i>
<b>Cycle to Work:</b>	<i>A cycle to work scheme is operated</i>
<b>Give as you earn:</b>	<i>A give as you earn scheme is operated.</i>

## Information on Trinity Laban

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance. The unequalled expertise and experience of its staff, and its world-class facilities housed in landmark buildings, put Trinity Laban at the forefront of vocational training in music, musical theatre, and dance.

*Our history goes back to 1872 with the founding of Trinity College of Music in London. Trinity College of Music merged with Laban (founded in 1946) in 2005 to create Trinity Laban, now home to a creative and cosmopolitan community of students, teachers and researchers from around the globe.*

*We have a reputation for innovation and forward-thinking and are focused on training students for life-long careers in our art forms. Each year we welcome over 1,000 students from over 60 countries to follow undergraduate, postgraduate and research programmes. Thousands more people enjoy music, dance and health activities as part of our lively performance and outreach programmes.*

*Our unrivalled roster of teaching staff includes respected academics, performers, composers and choreographers. Many of them are active researchers who push at the boundaries of their art forms and extend our understanding of artistic and educational practice. We also welcome leading visiting artists, ensembles and companies from around the world, so our students benefit from working directly with today's top performers.*

*We work in a number of outstanding locations, including the 17<sup>th</sup>-century Old Royal Naval College at Greenwich (a World Heritage Site), the Stirling Prize-winning Laban Building in Deptford, and the magnificent Grade II listed Blackheath Halls. Our world-class facilities include state-of-the-art practice rooms and dance studios, flexible performance spaces and internationally famous libraries. Students also have access to the cultural wealth of London and regularly perform at its leading venues. **To find out more, visit [www.trinitylaban.ac.uk](http://www.trinitylaban.ac.uk)***