

TRINITY LABAN

PROGRAMMES OFFICER

(FULL-TIME/0.8FTE, PERMANENT)

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TRINITY LABAN

Programmes Officer

Contract: Full-Time/0.8FTE, Permanent

Salary: £31,026 - £34,697 p.a. (Including LWA)

We are seeking an exceptional fundraiser to motivate and lead our Development Department to achieve a fundraising step-change in support of this conservatoire's ambitious Strategic Plan. 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.

Working within the Programme Administration team, the Programmes Officer will work closely with Programme Leaders and artistic management to support the operation of undergraduate and postgraduate programmes. The postholder will mainly co-ordinate the management specific programmes, but may be required to support all programmes as necessary. Working with a team of three other Programmes Officers, within the larger Programme & Performance Operations team, the post is based at King Charles Court but will also be required to contribute to student enquiry services at the Laban Building, and to work at other Trinity Laban sites as required.

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, Monday 13th July 2026 (No Agencies)

Interview Date: Monday 27th July 2026

For any queries about this position that are not covered in the job pack, please email Katerina Filosofopoulou, Talent Resourcing and Organisational Development Officer on: 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:	Programmes Officer
Department:	Programme Operations
Reporting to:	Programme Administration Manager
Grade:	Grade Band 5
Contract:	Full-Time/0.8FTE, Permanent

PURPOSE OF ROLE:

The Programmes Officer has a pivotal role in supporting the smooth-running of Trinity Laban degree programmes and ensuring a high-quality student experience. The postholder will work as part of a pro-active Programmes Operations team that supports students transition through their programmes in the vibrant learning environment that is Trinity Laban, and in partnership with academic colleagues.

Main duties

KEY RESPONSIBILITIES

1. To be the key point of contact for students in navigating the way in which their programme operates, and to direct them to Registry or academic colleagues where they need more specific support.
2. To work in close partnership with the Programme Leader, Principal Study Heads, Module Leaders and other academic and visiting staff to ensure the successful operation of the programme/s.
3. To manage the following tasks to support the successful operation of the programme/s:
 - Communications with students.
 - Updating programme information including programme handbooks.
 - Updating of relevant pages on Moodle.
 - Handling student absence requests.
 - Initiating student status changes.
 - Providing Programme Leaders with attendance data.
4. To support assessment processes, including:
 - The operation of music recitals (where appropriate).
 - Engagement of internal and external assessors.
 - Publication of in year assessment marks.

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- Return of feedback to students.
 - Ensure resit students are assigned to the correct assessment on Moodle.
5. To work as a team with other Programme Officers so that students are always provided with timely advice and support.
 6. To work in close collaboration with the performance team within Programme Operations to ensure a joined-up approach to all aspects of students' programmes. This includes:
 - Engaging with and having a broad understanding of the practice-based nature of Trinity Laban degree programmes.
 - Working in partnership with colleagues to resolve any operational challenges behind-the-scenes to enable a high-quality student experience.
 - For programmes that contain Principal Study: Working in close collaboration with Performance Officers who support students' Principal Study activity.
 7. To proactively engage with the student cohort to understand their experiences monitor emerging issues, identify areas for improvement and escalate actions to appropriate colleagues.
 8. To support SU and Registry colleagues to ensure that student representation is in place.
 9. To support Programme Leaders in managing Programme Forums and co-ordinating action grids arising from all forms of student feedback.
 10. To provide students with attendance status information and transcripts, as required.
 11. To administer schemes that enable student discounts (e.g. Oyster Cards).
 12. To support the team and Trinity Laban overall in student-related events including open days, registration, induction and graduation.
 13. To act as secretary to committees or working groups as required.
 14. To act under guidance from the Quality & Governance team in the Registry in matters related to quality assurance and academic governance.
 15. To work as part of the Programme Administration Team, assisting with a range of items as directed by the Programme Administration Manager.
 16. Any other duties consistent with both the grade and scope of the post.

The Postholder must:

- *Be available to work evenings and weekends as necessary to attend events and performances*
- *Be available for regional or overseas travel from time to time*
- *At all times be committed to Trinity Laban's Equality and Diversity Policy.*

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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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Person Specification

<i>Criteria</i>	<i>Specification</i>	<i>E/D</i>	<i>Measured By</i>
<i>Education / Qualifications</i>	<i>A good honours degree or equivalent work experience</i>	<i>Essential</i>	<i>Application</i>
<i>Experience</i>	<i>Experience of working in an administrative role</i>	<i>Essential</i>	<i>Application</i>
	<i>Experience of organising and prioritising tasks in a systematic way</i>	<i>Essential</i>	<i>Test</i>
	<i>Experience of working under pressure and to deadlines</i>	<i>Essential</i>	<i>Interview</i>
	<i>Experience of providing a high level of service to internal and external customers</i>	<i>Essential</i>	<i>Interview</i>
<i>Knowledge / Understanding</i>	<i>Knowledge of Higher Education administration processes</i>	<i>Desirable</i>	<i>Interview</i>
	<i>Understanding or knowledge of the arts (music or dance) or arts-related education</i>	<i>Desirable</i>	<i>Application</i>
	<i>Knowledge or understanding of dealing with confidential information using sensitivity and tact</i>	<i>Essential</i>	<i>Interview</i>
<i>Skills and Abilities</i>	<i>Excellent IT skills – proficient in Microsoft office (to a minimum of intermediate standard in Word, Excel and Outlook)</i>	<i>Essential</i>	<i>Application</i>
	<i>Knowledge of using and working with databases</i>	<i>Desirable</i>	<i>Application</i>
	<i>High level of numeracy and accuracy</i>	<i>Essential</i>	<i>Test</i>
	<i>Excellent written and verbal communication skills</i>	<i>Essential</i>	<i>Application & Interview</i>
<i>Personal Qualities</i>	<i>An understanding of the appropriate levels of authority and when issues or problems should be escalated through the appropriate management structures.</i>	<i>Essential</i>	<i>Interview</i>
	<i>Self-motivated, enthusiastic, flexible team worker</i>	<i>Essential</i>	<i>Application</i>
	<i>Excellent inter-personal skills with the ability to interact with colleagues at various levels of seniority, students and external customers</i>	<i>Essential</i>	<i>Application & Interview</i>
	<i>Understanding of and commitment to equal opportunities</i>	<i>Essential</i>	<i>Application</i>

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

Contract:	<i>Full-Time/0.8FTE, Permanent subject to a 6-month probationary period.</i>
Hours:	<i>35 hours per week, usually from 9.00 am to 5.00 pm Monday to Friday, (with a daily lunch break of one hour). Some evening and weekend working will be required during busy periods, for which time off in lieu will be given.</i>
Location:	<i>You will be based across the Conservatoire at the King Charles Court, Old Royal Naval College, Blackheath Halls (Lee Road, London) and Laban building, Creekside.</i>
Salary:	<i>The salary for the post will be in accordance with the Trinity Laban Staff Salary Scale, Grade 5, Incremental Points 16 – 21, £31,026 - £34,697 p.a., inclusive of a London Weighting Allowance of £ 4,319 p.a. Salaries are paid on the last working day of the month into bank or building society accounts.</i>
Holidays:	<i>25 days, in addition to Statutory, Bank and Public Holidays</i>
Sick Pay:	<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>
Pension Scheme:	<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>
Staff Development:	<i>A range of Staff Development opportunities are available.</i>
Library:	<i>The Laban Library & Archive and the Jerwood Library of the Performing Arts are available for use.</i>
Car Parking:	<i>A limited number of parking spaces are available at the Old Royal Naval College and the Laban Building, subject to availability.</i>
Cafeteria:	<i>Our Cafeterias/Licensed Bars at both sites serve a range of hot and cold drinks and snacks.</i>
Events:	<i>There is a wide range of music and dance performances each week, many of which are free to members of staff.</i>
Classes:	<i>Free weekly staff Pilates class as well as reduced rates and access to Adult Classes.</i>

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

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 17th-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***