

**Job Description**

**Administrator, Music Programme**

Reporting to: Senior Administrator, Music Programme

Term: Full time, permanent, (35hrs per week)

**Job Summary**

The administrator will work as part of a team of administrators, supporting the Music Programme. They will be responsible for coordinating logistics and providing support to all sections of the Music Team, in an efficient, accurate, timely and friendly manner.

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* Acting as the main point of contact for the Music Programme with members of the public, artists and any other stakeholders in a friendly and professional manner.
* Arranging project and activity logistics, including travel (locally, nationally and internationally), accommodation and catering
* Some artist & visitor liaison when this is appropriate or necessary, such as ensuring (through planning or in-person involvement) that visitors and artists are welcomed warmly as well as transporting artists between accommodation, performance venues or other scheduled activity using the pool cars
* Managing and accurately maintaining resources including musical instruments, libraries and stationery for the Music Team
* Organise ongoing maintenance and tuning of instruments (knowledge of the instruments is not required)
* Resource bookings using our internal systems in an accurate and timely manner (e.g. catering, venues, equipment, pool cars)
* Collating artist and participant information to pass on to relevant stakeholders, such as arrival times, dietary requirements and accessibility needs
* Writing and issuing artist and supplier contracts and processing DBS checks, ensuring accuracy and diligence with sensitive information
* Administering financial procedures: processing invoices, credit card statements, petty cash, financial information related to grants, and reconciling PRS charges
* Setting up meetings and attending as appropriate (collating & distributing agendas, minuting meetings, disseminating information)
* Communicating with artists, participants, and other stakeholders, disseminating information via email (direct and mail-outs), phone, online and social media
* Collating information including copy and statistics for reporting purposes, e.g. to funders and the Arts Council England
* Playing an active part in making our systems more efficient, and ensuring all work is GDPR compliant
* Preparation of materials for project activity: including scores and music, participant information, course information packs, concert programmes and backstage signage/labels and handouts
* Being available to provide hands-on support to the teams if necessary and to be able to work outside the specified job hours on occasion (time off in lieu will be given where possible)
* Any other role or responsibility commensurate with this job description and assigned by the Senior Administrator

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| **CRITERION** | **ESSENTIAL** | **DESIRABLE** |
| Experience | * Recent experience of working in a busy admin role
* Experience of logistic bookings such as venue hire, travel and accommodation
* Experience of collating information and keeping information flowing between relevant stakeholders
 | * DBS Checks
* Working with budgets and financial information.
* Experience of working in/with an arts organisation as a musician or staff member
* contract writing and recording information
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| Skills/Knowledge | * Excellent administrative and organisational skills
* Clear and accurate verbal and written communication skills both internally between teams and departments, and to external stakeholders
* Computer literate – Able to use Microsoft office applications and databases and confident about learning new systems, processes etc
 | * Music knowledge/interest
* Knowledge and experience of GDPR processes
* Knowledge of ArtifaxEvent booking system
* Social media – creating and updating content, creating social media schedules eg: Buffer
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| Ability/aptitude | * Able to work efficiently, to meet strict deadlines without compromising attention to detail
* Can multi-task and prioritise workload appropriately
* A positive and proactive attitude and a willingness to learn and develop skills
* Uses initiative appropriately
* Empathises with others, can relate well to people and build good working relationships
* Makes a positive contribution to a team – has a “can do” approach to their work
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| Special requirements | * Full driving license – will need to be able to drive pool vehicles.
* Flexible approach to working hours, able to work out of normal office hours – including weekends and evenings as necessary.
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