

Job Description

Department:	Education
Division/Section:	Peterborough Music Hub
Job Title:	Peterborough Music Hub and Centre for Young Musicians Administrator
Post No:	015408
Grade:	5
Reports to:	Music Hub Officer
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD A[Service Director - Education] --> B[Head of Peterborough Music Hub and CFYM] B --> C[Music Hub Officer] C --> D[Music Hub Administrator] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget: (Per annum)	No Budget – Financial Processing only - state whether accountable for (i.e., budget holder) or accounting for (e.g. monitoring)
Job Purpose:	The Peterborough Music Hub and Centre for Young Musicians Administrator will provide comprehensive administrative support to the Music Hub and Centre for Young Musicians. They will play a key part in communicating with stakeholders including parents, schools, tutors, partner organisations and colleagues. They will work within the small core Music Hub team. The role involves a mixture of office-based and remote work.

Main Duties and Responsibilities:

All Duties apply across both Peterborough Music Hub and the Peterborough Centre for Young Musicians CIC.

NB: post holder is required to be available 33 x term time Saturdays to work at the Peterborough Centre for Young Musicians CIC with time off during the week in lieu.

1. Administration:

- a. Provide a general business and administrative support in a flexible manner, ensuring that an effective, efficient and customer focussed service is delivered within required timescales.
- b. Assist with the maintenance of filing systems, both electronic and manual to enable files to be accurately located.
- c. Undertake photocopying/duplication/binding as required.
- d. Provide word processing/desk top publishing/presentation slides/marketing material as required, ensuring best use is made of software in producing documents of a high-quality professional appearance.
- e. Support in updating the Music Hub/PCYM website as required.
- f. Music Centre administration including Initial Enquiries, Trial session, teacher/student timetable adjustments, Music Examinations, Instrument Loans, Teaching spaces, academic reports, Student/Teacher absence.
- g. Manage online booking forms and communicate effectively with attendees for all events/activity.

2. Secretarial Support:

- a. Manage diaries, arrange appointments, meetings and interviews as required. Support meetings minute taking, circulating papers, arranging meetings.
- b. Produce accurate minutes ranging from action points to complex detailed minutes

3. Communication:

- a. Be the friendly face and voice of Peterborough Music Hub, engaging with stakeholders by providing a professional first point of contact for the team through reception, telephone, online, and email communications.
- b. Provide assistance to Stakeholders, ensuring that they are dealt with in a professional and effective manner, and resolved or redirected as appropriate.
- c. Assist with following up and co-ordinating responses to correspondence, complaints received in accordance with policy.
- d. Maintain appropriate records.

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4. **Data:**
 - a. Use and maintain accurate records, systems and database spreadsheets using a variety of systems, to enable effective and useful information, reports and statistics to be provided.
5. **Finances:**
 - a. Use financial management systems to raise purchase orders and invoices including all processes to facilitate receipt of services/goods or payment to suppliers
 - b. Monitor receipt of customer POs to match with existing assignments.
6. **Physical Duties:**
 - a. Reception Duties including handling money, collecting student fees, maintaining records, handling enquiries and questions as they arise, sign in/out
 - b. Instruments/Equipment:
 - i. Safely move equipment/instruments to and from locations as required
 - ii. Set up/pack up of equipment/instruments weekly at the Peterborough Centre for Young Musicians CIC
 - iii. Keep the database up to date
 - iv. Notify of upkeep needs (repairs, replacement, sundries stock)
7. **Training and Development:**
 - a. Participate in appropriate aspects of training, including mandatory training and personal development, using all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of service line with corporate and departmental Business Plan and service priorities.
 - b. Keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work.
8. **Compliance:**
 - a. Carry out all duties ensuring that all work complies with the Financial Regulations of the organisation.
 - b. Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice. Ensure appropriate levels of security and confidentiality are applied at all times to any work undertaken.

Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them, and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

DATE: 07.05.2024

**COMPLETED BY:
Kirsten Goldthorp**

	Date Issued: February 2017	Last updated: June 2023
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Person Specification

Job title:	Peterborough Music Hub and Centre for Young Musicians Administrator	Directorate:	Education
Grade:		Service / Team:	Peterborough Music Hub
Date:	07/05/2024	Completed by:	Kirsten Goldthorp

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> The role holder is required to have sufficient knowledge or expertise to work on day-to-day issues in their own area without direct or continuous reference to others. Understanding of Customer care principles Understanding of effective communication principles 	<ul style="list-style-type: none"> Understanding of the safeguarding practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults. Practical technical knowledge of Music Knowledge of the education, Local Authority, music and/or Arts sectors
SKILLS & ABILITIES	<p>Communication receive, understand and convey straightforward information in a clear and accurate manner both orally and in writing.</p> <p>Teamwork and Motivation</p> <ul style="list-style-type: none"> Participate in and deliver their contribution to a team. Be supportive and encouraging of others in a team and contribute to building team morale as an active participant in the team. <p>Liaison and Networking Carry out standard day to day liaison using existing procedures as well as in participate in networks within the company and externally in order to pass on information promptly and keep people informed to ensure co-ordination of effort and that work is done effectively.</p> <p>Service delivery</p>	

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	<p>Deal with internal or external contacts who ask for service or require information and create a positive image by being responsive and prompt in responding to requests and referring the user to the right person if necessary.</p> <p>Decision Making Processes The role holder is required to: take independent decisions which have a minor impact and be party to some collaborative decisions which have a minor impact, working with others to reach an optimal conclusion.</p> <p>Planning And Organising Resources Plan, prioritise and organise own work or resources to achieve agreed objectives and deadlines.</p> <p>Initiative And Problem Solving</p> <ul style="list-style-type: none"> • solve standard day to day problems as they arise • choose between a limited number of options which have clear consequences, by following guidelines or referring to what has been done before • recognise when a problem should be referred to others. <p>Analysis And Research</p> <ul style="list-style-type: none"> • Establish the basic facts in situations which require further investigation and inform others if necessary. • Analyse routine data or information using predetermined procedures, gathering the information from standard sources. <p>Other</p> <ul style="list-style-type: none"> • Strong IT skills • Strong Numeracy Skills • Resilient and a positive approach to change. • Good attention to accuracy and detail. • Ability to work under pressure. • Committed to ongoing personal and role development. 	
EXPERIENCE	<ul style="list-style-type: none"> • Previous experience in an administration role or role utilising administration skills. • Record Keeping • Experience of using spreadsheets, databases, word processors and a range of computer applications/software. 	<ul style="list-style-type: none"> • Previous experience of working in the education, Local Authority, music or Arts sectors
QUALIFICATIONS	<ul style="list-style-type: none"> • 5 x GCSE's including English and Maths Grade C/4 or equivalent 	<ul style="list-style-type: none"> • 3 A Levels/HND or equivalent • Administration or equivalent qualifications • First Aid qualification • Safeguarding Training

PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Fluent English-Speaking Skills • Friendly, positive, 'can do' disposition • Flexible and co-operative • Self-motivated and hardworking • Willingness to learn new skills • Ability to travel to other sites and offices (A) • Able to work flexible hours (A / I) • Able to work 33 Saturdays a year with time off in lieu during the week. • Able to lift heavy items, each item weighing no more than 15kg. • Current Driving Licence (A) including business cover 	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*