

Job Description and Person Specification

Job title	Community Music & Instrument Administrator
Work status	<p>Part-time / 0.8 full time equivalent / 28 hours per week</p> <p><i>Requirement to work on-site, 30 Saturdays per year (term-time only), other hours/days are office-based and flexible.</i></p>
Location	<p>Based at Lewisham Music, The Fellowship & Star, First Floor, Randlesdown Road, London, SE6 3BT</p> <p>Saturday Music Centre at Prendergast Vale School, Lewisham, 30 Saturdays per year (school term-time)</p> <p><i>A usual working pattern will be- 2 days office, 1 day on site at Saturday Music Centre, 1 days working from home.</i></p>
Contract type	This is a permanent contract
Salary	£24,000 (pro rata/full time equivalent) - actual salary £19,200
Benefits	<p>Pension contributions – People’s Pension (EE contribution up to 6% matched by Lewisham Music)</p> <p>Annual leave – 20 days per annum + bank holidays</p>
Reports to	Community Music Manager

Organisational context

Lewisham Music is a music education charity and the Music Education Hub for the London Borough of Lewisham, supported by funding for Arts Council England. We deliver, support and promote a broad range of music education opportunities for children and young people both within schools and in the community.

Our Hub network comprises over 30 partner organisations including The Albany, Midi Music Company, Goldsmiths University, Lewisham Education Arts Network, Phoenix Community Housing, Heart n Soul, London Philharmonic Orchestra, London Symphony Orchestra and Trinity Laban Conservatoire of Music & Dance. We became an independent charity in 2017, with the support of the local authority, in order to capitalise on new income streams and engage with new learners and communities.

In June 2019 we moved into new premises at The Fellowship & Star, Bellingham, a new cultural centre which includes a cinema and live music, theatre and comedy venue. Providing learning opportunities to young people and supporting music education in schools across the borough remains a key part of our mission, however our new base gives a fantastic opportunity for us to expand our offer and the community with which we engage, creating a vibrant hub for music-making in Bellingham and beyond.

Job overview and objectives

The Community Music and Instrument Administrator plays a key role in ensuring that children and young people can fully benefit from Lewisham Music's community programmes and instrument hire scheme. The post holder will provide excellent administrative support to Lewisham Music staff and customers, ensuring that our after-school groups, Saturday Music Centre and instrument hire scheme are running effectively. The role will mainly work with Lewisham Music management and office staff, Music Tutors, parents/carers and children and young people. Main duties will include:

- Providing high-quality administrative support and co-ordination for regular music groups as part of Lewisham Music's out-of-school programmes and Saturday Music Centre.
- On-site coordination of Saturday Music Centre provision on Saturdays (10 weeks per term) from 08:45-14:15 at Prendergast Vale School and occasional evening concert support.
- To support Lewisham Music Tutors, the Head of Saturday Music Centre and Community Music Manager in running effective provision and provide excellent customer support to parents/carers of young people taking part in activities.
- To physically manage instruments as part of our instrument hire scheme, and coordinate instrument hire with parents/carers and school staff.

Key responsibilities and duties

- Working with the Head of Saturday Music Centre with all necessary administrative tasks including preparing participant timetables; managing safe storage and distribution of musical instruments and equipment; liaising with participants and families; liaising with venue staff; and undertaking general administrative tasks which support delivery by Lewisham Music Tutors.

- Providing administrative and production support for regular out of school programmes (e.g. Lewisham Schools Concert Band, Lewisham Schools String Orchestra).
- Acting as a main point of contact and communication with programme participants and their parents/carers, and respond to general enquiries.
- Supporting the team to administer the instrument hire/ loan schemes, liaising with parents/carers, school staff and the management team as necessary.
- Issuing invoices; monitoring and reporting income from parents and reporting programme income to the Community Music & Instrument Administrator.
- Undertaking a variety of administrative tasks including maintenance of electronic records and databases, updating of and maintenance of the pupil instrument records.
- Observing Lewisham Music's Health & Safety and Safeguarding policies and procedures.
- On occasion, to organise and support in-person musical examinations and performances.
- To administer the instrument hire scheme on a day-to-day basis. This will include liaising with schools and parents/carers and school staff regarding instrument hires; logging instrument hires in database; physically organising and inspecting instruments; organise instrument repairs and order accessories; meet parents/carers and school staff at Lewisham Music offices to give and receive instruments; work with the Schools Music Leader to keep an eye on instrument stock and order new instrument where needed; work with the Communications, Marketing and Programme Manager on logistics such as instrument deliveries. Please note: most hire instruments are based at our offices at the Fellowship, however the role will require occasional travel to a storage unit within Horniman Primary School in Forest Hill.
- Contributing to wider organisational objectives through team planning, venue management tasks where necessary, and data-collection and evaluation processes.

Person specification

Qualifications

Essential

- No essential qualification required.

Desirable

- Arts Management/administration or business qualification.

Experience and knowledge

Essential

- Excellent knowledge of Microsoft Office 365 including Outlook, Word and Excel as well as databases.
- Creating and maintaining administrative systems and processes.
- Experience building relationships with and providing excellent service to customers and services users.

- Basic knowledge of musical instruments.

Desirable

- Experience working in an office environment.
- Knowledge of the General Data Protection Act 2018.
- Knowledge of music education.
- Knowledge of XERO finance and invoice software.
- Understanding of the educational benefits music can bring to children and young people who are facing challenging circumstances.
- Experience working with children and young people in school or community settings.

Skills and personal characteristics

- Strong communication skills, both written and verbal, and an ability to work effectively with a broad range of adults, children and young people.
- Excellent IT skills, particularly Microsoft Office and databases.
- Excellent numeracy skills.
- An ability to organise with careful attention to detail.
- An ability to plan and prioritise your workload and manage conflicting demands and to work both as part of a team and independently.
- An enthusiasm for music and music education education.
- An ability to create and maintain good relationships, with other members of staff, music tutors, pupils, parents/carers, the public and partner organisations.
- A commitment to lifelong learning and your own Continuing Professional Development.
- A passion for inclusive and equitable practice in the arts, and a belief in the benefits music can bring to disadvantaged communities and children. A strong commitment to the promotion of equal opportunities, cultural diversity, inclusion and social justice.