



Job description

Title of Post: Administrator

Salary: £20,000

General Information

This role requires the post holder to operate as an assistant to the programme delivery team whilst managing the day-to-day administrative requirements of the office.

The Administrator will gain a wide range of experience working with the Sound and Music team, composers and artists, members of the public and partners, as well as make an essential and valued contribution to the successful delivery of Sound and Music's creative programme. The post involves varied work focused on ensuring the smooth running of Sound and Music and its activities. Duties include: arranging and co-ordinating logistics including internal and external meetings; minuting team meetings; dealing with external enquiries; meeting and greeting; administrative support for aspects of programme delivery; and ensuring that day to day life in the office runs smoothly for the whole team. The post also has responsibility for office equipment and relationships with outsourced suppliers/maintenance contracts including IT support. A key relationship will be with the Landlord (Somerset House) in relation to office services and premises issues.

Continuous improvement (ongoing re-evaluation of systems and processes to improve their efficiency and reduce administrative burden for the team) is an important principle at Sound and Music, and the Administrator has a vital role in driving this forward. The postholder will also support Creative Project Leaders in ensuring that programmes are monitored and reported on, and that results and evaluation findings are collated and shared.

Sound and Music's programme aims to achieve artistic excellence and it is expected that the Administrator will work closely with the rest of the Sound and Music team to share and support the organisational vision.

The postholder will be line managed by the Director of Programmes but will work closely with the Head of Digital, Marketing and Communications, Finance Officer and other members of the Sound and Music team.

Key Responsibilities

Creative

- Undertake any creative project work as directed by the CEO or Director of Programmes, delivering work to a high quality within timescales provided
- As directed by the Director of Programmes, provide practical and administrative support to the wider team in the delivery of programme events
- Provide creative support to the Creative Project Leaders to deliver existing project work
- Build and maintain effective working relationships with colleagues, artists, partners and freelancers
- Contribute to project planning processes

- Provide administrative support to the Director of Programmes including ensuring contracts for partnerships, freelancers and artists are managed and stored effectively
- When appropriate, coordinate guest-lists and ticket allocations in consultation with other members of the team
- Contribute to income generation activity, organisational archiving, the implementation of CRM systems and audience facing communications
- Positively represent Sound and Music at events as required outside working hours
- Support the Creative Project Leaders in evaluating and reporting on all programme events
- Provide administrative support to other areas in the organisation as agreed with your line manager.

Operational

- Be the first point of contact for the organisation, including answering the phone, dealing with enquiries and ensuring messages are passed to appropriate colleagues; and maintaining a front line/reception function for Sound and Music including meet and greet
- Responsible for the day to day running of the office, including office equipment, maintaining supplies of stationery and refreshments
- Oversee the presentation / housekeeping of the front of house environment to ensure that meeting rooms and public areas are clean and tidy at all times
- Maintain basic personnel records for staff including emergency contact details
- Work with the Finance Officer to help maintain working of payment and finance systems
- Day to day liaison with the office landlord
- Under the direction of the senior management team, oversee participants of Sound and Music's intern programme helping to facilitate their work and learning
- Minute taking within formal meetings as requested though Senior Management Team

Programme Responsibilities

- Act as lead co-ordinator supporting Sound and Music's work with the British Section of the International Society for Contemporary Music (ISCM)
- Manage the administration of the Francis Chagrin and George Butterworth Awards
- Be the first point of contact for enquiries relating to the British Music Collection and co-ordinate British Music Collection meetings
- Support for the Sound and Music Summer School, including help with the call for applications, providing information to prospective students and their parents, liaising with tutors and visitors and other support as required

Skills, Knowledge and Qualities

- Previous experience in dealing with employee related processes desirable
- Highly organised
- Accustomed to using IT systems
- Able to deal with conflicting priorities
- Excellent communicator at all levels
- Excellent written English
- Previous experience in managing suppliers and contractors

Qualities

- A passion for the contemporary arts
- Creative thinker
- Methodical and logical in approach
- Efficient, and committed to promoting efficiency
- Enthusiastic team player
- Attention to detail

- Ability to work independently, use judgement to solve problems
 - Ability to meet deadlines
 - Positive approach to trouble shooting
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Common requirements for all posts

- Be an active and creative contributor to the development of the organisation and its audiences
- Contribute to the development of a professional working and learning environment within the organisation
- Be an active and positive advocate for Sound and Music on a day to day basis and at events (as required)
- Contribute to the organisation's understanding of diversity and its implications for the arts and to ensure that this understanding informs all decision making
- Ensure adherence (at all levels) to the organisation's required policies and procedures with particular reference to Employment Rights, Equal Opportunities and Health and Safety and other statutory requirements
- Lead by example by exemplifying the values of the organisation and adopting quality internal processes which adhere to agreed procedures and are compliant with good governance, as set by the Board
- Provide excellent customer service in dealings with the public and Sound and Music's community
- Work in the best interests of artists, arts organisations and audiences throughout the country
- Feel ownership of the website and take responsibility for generating and servicing content where it relates to your area of work.