



Job description

Title of Post:	Administrator (full time post)
Salary band:	£18,000-20,000
Reporting to:	Head of Development
Deadline for applications:	12pm on 9th November 2018
Created:	October 2018

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 external parties; 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 managing the relationship with Sound and Music's IT support providers. 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 post-holder will also support the executive team in ensuring that programmes are monitored and reported on, and that results and evaluation findings are collated and shared.

The post-holder will be line managed by the Head of Development but will work closely with the Head of Artist Development; Head of Digital, Marketing and Communications; Head of Education; Finance Manager; and other members of the Sound and Music team.

Interviews will take place on Tuesday 20th November at Somerset House, central London.

Reasonable travel costs will be reimbursed for those travelling from outside London.

About Sound and Music

Sound and Music is the national charity for new music. Our vision is to create a world where new music and sound prospers, transforming lives, challenging expectations and celebrating the work of its creators.

Our mission is to maximise the opportunities for people of all ages to create and enjoy new music.

Sound and Music has three overarching, interconnected and equally weighted aims that shape its activity:

- Support and promote a diverse range of talented composers
- Enrich the experience of a significantly larger national audience for experimental new music
- Nurture and promote the musical creativity and compositional skills of children and young people

The creative programme for Sound and Music makes a unique and distinctive contribution to the arts in the UK.

Sound and Music's work includes composer and artist development, audience development, education, touring, campaigning and advocacy, information and advice and network building. Sound and Music champions' new music and the work of British composers and artists, seeking to ensure that they are at the heart of cultural life and enjoyed by many.

The company is passionate about training and developing all staff to ensure they have the right skills to be able to carry their role out effectively and to assist in achieving Sound and Music's core business objectives.

Sound and Music has a number of digital outputs and platforms for our work which include:

- www.soundandmusic.org
- www.thesampler.org
- www.britishmusiccollection.org.uk
- www.minuteoflistening.org
- <https://listenimaginecompose.com/>

Key Responsibilities

Daily Administration

- 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 meeting and greeting external parties
- Be responsible for the day to day running of the office, including being responsible for office equipment, liaising with Sound and Music's IT supplier and Somerset House to troubleshoot technical issues, 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 and dietary requirements
- Work with the Finance Manager to help maintain the smooth working of payment and finance systems
- Day to day liaison with Sound and Music's landlord, Somerset House

- Taking minutes for team meetings and other relevant meetings; also within formal meetings as requested through Senior Management Team

Programme Administration

- Be the first point of contact for enquiries to Sound and Music
- Manage Sound and Music's emails and specific inboxes, ensuring timely communications
- Provide practical and administrative support to the delivery of Sound and Music's programme, in particular in establishing systems and processes to maximise the smooth working of the team
- Build and maintain effective working relationships with colleagues, artists, partners and freelancers
- Provide administrative support to the Head of Artist Development and Head of Digital, Marketing and Communications including supporting with diary management, ensuring contracts and confidential information is managed and stored effectively and supporting with infrastructure improvements
- 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; co-ordinate British Music Collection management meetings; contribute to the administration and updating of the British Music Collection website and associated platforms
- Support with enquiries relating to Sound and Music's education work
- 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
- 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
- Provide administrative support to other areas in the organisation as agreed with your line manager

Skills and Knowledge

- Previous experience in dealing with employee related processes
- Highly organised
- Accustomed to using IT systems
- Accustomed to using IT software
- Able to deal with conflicting priorities
- Excellent communicator at all levels
- Excellent written English
- Excellent numeracy skills
- Previous experience of dealing with the public or customers
- Previous experience in managing suppliers and external contractors

Qualities

- A passion for contemporary arts
- Active listener methodical and logical in approach
- Proactive problem-solver
- Committed to promoting efficiency
- Enthusiastic team player
- Attention to detail
- Ability to work independently, use judgement to solve problems
- Ability to meet deadlines
- Ability to prioritise competing deadlines
- Positive approach to trouble shooting

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 inclusion, 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