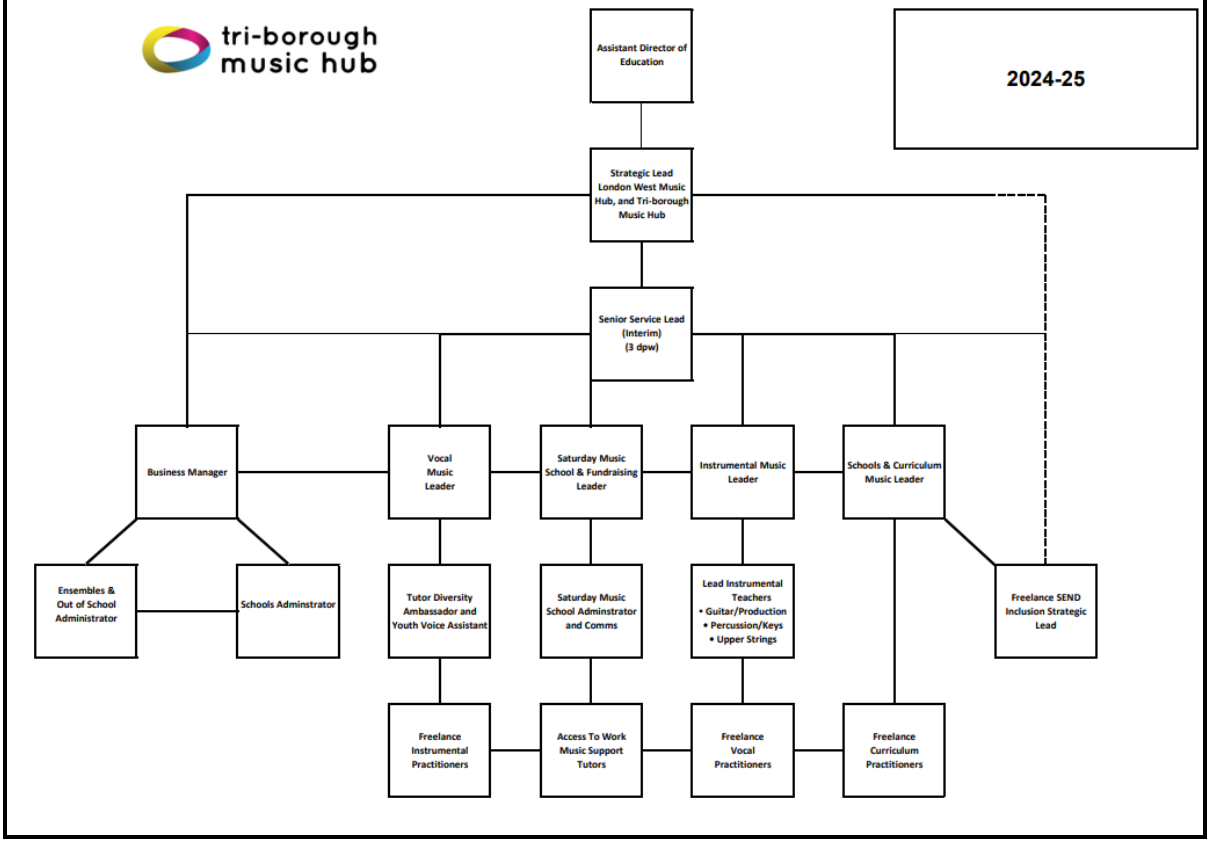
JOB DESCRIPTION

Job Title	Saturday Music School Administrator
Directorate	Children's Services
Service	School Standards
Grade	Grade C

Employees directly supervised *(if applicable)*:	none
Family Tree *(job titles only, no employee names)*	



1. JOB PURPOSE:

a) To administer, run and supervise the Tri-borough Music Hub's Saturday Music School (SMS).

b) To lead social media and communications for the TBMH to gain online traction.

c) To provide office-based general administrative support and music-specific support to the Tri-borough Music Hub team.

2. DESCRIPTION OF DUTIES:

a) <u>To administer, run and supervise the TBMH's Saturday Music School (SMS)</u>

- Supervise the signing in and out procedure to ensure accurate information regarding who is on site at all times in accordance with Health and Safety procedures.
- Be point-of-contact for pupils, parents and Tutors for all enquiries and questions.
- Monitor and relay information to the appropriate manager regarding and concerns relating to attendance or behaviour, including keeping records of any concerns, questions or issues raised during each Saturday Music School session to relay to manager/management
- Have thorough knowledge of evacuation procedures including evacuation routes, to support evacuation in the event of fire alarm.

b) <u>Finance</u>

- To ensure that there is an accurate, up-to-date record of all pupil charges for Out of School families/pupils at all times; including requesting, checking and compiling proofs of entitlement to concessionary rates from stakeholders.

c) <u>Asset Management</u>

- To carry out and maintain an electronic audit of all Tri-borough Music Hub-owned instruments.

d) <u>Events</u>

- To assist in planning, advertise and event-management for performance platforms, events, and the end-of-term concerts at the SMS

e) <u>Exams</u>

- Stewarding pupils' exams – registering students, answering questions from pupils and parents.

f) <u>To lead social media and communications</u>

- To help lead the development and increase online presence including the design of various flyers and advertising materials promoting Music Hub activities and events.

g) <u>To provide office-based general administrative support and music-specific support to the Tri-borough Music Hub team.</u>

- Maintain an accurate database of all pupils with Hub loan instruments, ensuring signed forms are obtained for each loan and arranging return of instruments at end of loan periods.
- To monitor Tutor attendance an attempt to find / assist in finding deputies for instances where Tutors are unavailable, across all Hub provision.

Other

- Any other tasks and duties relevant to the role and the Music Hub's administrative

needs.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Saturday Music School Administrator

Conditions to Note:

Candidates:
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:
The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours
The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	**Equal Opportunities** Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	**Qualifications:** N/A
C	**Knowledge & Experience:** • Full understanding of music instruments and groups • Excellent customer-facing skills and temperament • Experience of public facing role(s), and ability to communicate effectively • Understanding of Music Hubs • Basic knowledge of tuning at least one instrument family • Strong administrative skills especially with regard to attention to detail • Experience with Office applications especially Outlook, Word and Excel • Ability to design basic advertising materials – flyers, posters etc. • Ability to learn software used by the Music Hub including but not limited to SpeedAdmin, SurveyMonkey, MailChimp. Flickr, Zoom etc. • Able to perform basic repairs on all instrument groups e.g. change strings, oil valves etc. • Knowledge of local and national music and arts organisations • Understanding of school music provision • Experience of effective use of social media

	Our Values & Behaviours
D	**PUTTING COMMUNITIES FIRST** • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	**RESPECT** • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	**INTEGRITY** • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued

G	**WORKING TOGETHER** • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.