## A picture containing graphics, font, darkness, typography  Description automatically generatedBusiness Support Officer

**Job description and person specification**

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| **Pay range/hours:** **Reports to:****Location:** | £23,000 per year, full time equivalent (pay award pending)Permanent, 37 hours per week, school term time plus 4 weeks (43 weeks per year). Reduced hours/days will be consideredBusiness ManagerLittle Stoke, BS34 6HY plus some travel to settings across the region. Some optional home working |
| **Summary of Post** To provide outstanding administration and customer service to support the work of the Music Education Hub and WEMAs wider interests by:Providing administrative support to our teaching, therapy and management teams in their work with schools, young people and the wider communityProviding customer support to parents/carers and schools who engage with our servicesWorking with our office systems to ensure the smooth running of our traded and charitable services |
| **Job Context**West of England Music Ltd provides music education in- and out-of-school for children and young people in Bath and North East Somerset, North Somerset and South Gloucestershire. As the trading arm of West of England Music and Arts, a charity funded by government as the Music Hub for the region, we work with all schools, delivering around 50,000 hours of activity with young people every year. For young people, these services include tuition in schools, bands and ensembles at our music centres, singing and curriculum enrichment activities, access to performances and large-scale events, programmes for vulnerable children and those in challenging circumstances. These are delivered by our team of c. 140 tutors, visiting professionals and through our network of regional and national partners. Our Music Therapy team works in schools and community settings to provide therapeutic interventions for the most vulnerable young people and adults. Our team of therapists also support the wider mental health and wellbeing agenda in, and outside, school.We support school pupils and staff through a range of CPD and delivered programmes, including singing, world music workshops, networking and training for school staff and collaborative events. Our vision is driven by innovation and creativity, ensuring we meet the needs and aspirations of every young person, their school and community. We have a focus on inclusion, making sure everyone can access music to support their pathway through music and make life-changing contributions to their development. Our aspiration is that every child, young person and adult should be able to access broad, stimulating and rewarding musical interventions which transform their life aspirations.  |
| **Main Duties**Supporting a team of music teachers and music therapists in the scheduling, communications and administration of their work with children, adults, schools and other settingResponding to, and resolving queries and requests from customers, including parent/carers, students, schools and others in person, by phone and via letter and email.Working with Microsoft Office suite to respond to communications (eg Outlook), create, manage and distribute documents (eg Word) and manage data (eg Excel).Working with our bespoke arts management database system, ensuring student, staff, activity and financial data is up to date and accurateContributing to the management of our stock of musical instruments, including stock-room management, delivery of instruments across our region and management of the instrument hire process. Will need to be willing to transport instruments in own vehicle and be comfortable driving a hire van when neededContributing to the administration of projects and programmes with schools and other organisations, overseeing scheduling, bookings and making arrangements (eg booking transport, venues etc) which support the delivery of our projects and programmesProviding administrative and personal support to the management team, including managing diaries, liaising with visitors and managing meetings and internal eventsProviding support at events, such as concerts and promotional events, such as stewarding, ticket sales, hosting promotional stalls etcProactively advocate, support and promote the benefit of music education and music therapy for children, young people and adults for education, personal and health purposes.Any other duties as may be reasonably requested by a manager |
| This job description is not a complete list of duties but gives a general indication of the range of work undertaken. It will vary over time as demands and priorities change. The team structures within the serviceoperate with a high degree of collaboration and flexibility, individual service portfolios may therefore change over time and post holders are expected to undertake any other duties commensurate with the general level of responsibility of the post. This Council is committed to safeguarding and promoting the welfare of those individuals covered by regulated activity and expects all staff to share this commitment. It is an essential requirement that staff are aware of the Council’s safeguarding procedures and staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate. |
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| **Physical effort and working environment** |
| Mostly office based (including home), with some car travel across the regionMinor lifting; stock control and delivery of musical instruments |
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| **Person Specification**Essential, unless marked Desirable (D)**Education and training*** Five GCSEs (or equivalent) including English Language
* Higher level qualifications in computing / IT skills (D)
* Touch typing skills are desirable (D)

**Personal Qualities*** A commitment and diligent approach to equality, diversity, inclusion, safeguarding, health and safety and similar attributes to working in an inclusive and open culture
* Excellent verbal and written communication skills.
* Ability to learn new IT software quickly.
* Ability to deal calmly with people who may be distressed, emotional or hostile.
* Willingness to undertake training and use new technology as it is implemented.
* Commitment to a high-quality public service.
* To be emotionally resilient.
* To be polite, show respect for others and treat everyone fairly.

**Knowledge and Experience*** Working in an administrative / clerical post.
* Working in a team.
* Minute taking.
* Customer service.
* Using an electronic client record system or complex database.
* School and education services.
* Equalities issues and commitment to working in a non-discriminatory way.

**Skills and Abilities*** Excellent level of computer literacy
* Able to type quickly and accurately and be able to format documents.
* Excellent skills in IT including Word, Outlook and Excel
* Able to prioritise workloads and be proactive.
* Ability to save/file paper and electronic documents and information in a logical way.
* Ability to proofread own and others work and amend typing, spelling and grammatical errors as necessary.
* Ability to format documents and reports, so they are presented clearly, accurately and using the corporate standards.
* Ability to take accurate minutes at meetings, where complex issues are being discussed and a range of professionals attending.
* Able to work quickly and under pressure.
* Able to demonstrate a high level of confidentiality

**Other*** Flexible approach to duties.
* Willingness to work occasionally outside of normal working hours (evenings, weekends and public holidays).
* Willingness and able to drive for business purposes and has regular access to a car
* Be comfortable driving a hire van on occasions
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| West of England Music is an equal opportunity organisation. We celebrate diversity and are committed to sustaining our inclusive ethos across the organisation. We are keen to receive applications from a broad range of applicants regardless of age, gender, disability, socio-economic background, race, religion or any other characteristic.Due to our office location, this role involves contact with children, therefore applicants are required, by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended), and the Disclosure of Criminal Background of those with Access to Children (Children’s Act 1989) to reveal any criminal convictions, bind-overs or cautions, including those which would normally be regarded as ‘spent’. The role is also subject to screening by the Disclosure and Barring Service. |