



# Recruitment Pack

## Business Support Officer & Projects Co-Ordinator

This role covers two areas of responsibility: Business Support Officer duties and Project/Events duties. Both are core parts of the post and are undertaken alongside one another.

**INTERNAL VACANCY – FOR WEMA STAFF ONLY**



*Inspiring everyone to thrive and achieve  
through the power of music, arts, and culture*

# West of England Music and Arts

**West of England Music and Arts (WEMA) makes music, arts, and culture accessible, affordable, and enjoyable for all. We enable positive outcomes for people of all ages, regardless of background or perceived ability, to help build creative, nurturing and culturally connected communities.**

Working across B&NES, Bristol, North Somerset, South Gloucestershire and beyond, our mission is to:

- Provide progressive, high-quality music and arts education
- Champion Equity, Diversity, and Inclusion
- Focus on improving health and wellbeing
- Forge positive and effective partnerships in music, arts, and culture

## WEMA Objectives

- Deliver inclusive music education through instrumental tuition, classroom programmes, support for teachers, ensemble playing, and performance opportunities.
- Increase access to cultural education, through workshops and programmes from experienced creative practitioners, plus CPD support for teachers.
- Offer a holistic range of Creative Health services - from music therapy to wellbeing and inclusion projects.
- Support everyone to achieve their creative potential and develop personal and social skills; build tangible pathways to artistic careers and foster a greater understanding and enjoyment of diverse cultures.

WEMA, as the parent charity, drives regional and national strategy across four areas of work:

## West of England Music Education Hub

Launched in September 2022, the Music Education Hub brings together the former Music Education Hubs of Bath and Northeast Somerset, North Somerset, and South Gloucestershire, creating a regional powerhouse for music education.

It supports students, families, schools, and education settings, funded by the Department for Education, to deliver the National Plan for Music Education.

As a charity, we raise funds through grants, sponsorship, and donations to expand the reach of our inclusive programmes, focussing on the needs and aspirations of those who are vulnerable and in challenging circumstances.

## West of England Cultural Education Hub

Inspired by the Government's Cultural Education Strategy, we brought together a range of local partners to build on WEMA's success as a music education hub. Our aspiration is to support schools, cultural practitioners, and organisations, so that 'every child has the opportunity to access a cultural activity every year.'

In Autumn 2023, WEMA was awarded significant funding from Arts Council England's Place Partnership fund, as part of the West of England Combined Authority's £3.1m 'Culture West' programme. WEMA, as lead for one of four Culture West delivery strands, has created a dynamic Cultural Education Hub for training, partnership building and cultural pathways for young people and creative practitioners across the West of England.

## West of England Creative Health

We are one of only a few education hubs to offer a Creative Health service, including music therapy, well-being, and inclusion programmes. These support vulnerable children, young people, and adults. Our team of qualified, registered Music Therapists work in schools and other settings, engaging in one-to-one, group, and family therapy.

Complementing this is our work to promote and realise the power of music on every person's wellbeing. We support schools in their wellbeing curriculum, work with individuals and groups of young people and adults in, or at risk of, social, emotional, and mental health difficulties.

## West of England Music

This is the traded arm of the charity and home to our delivery of tuition, courses, and programmes. These services are charged to parent/carers and schools, with the traded service receiving funding from the charity to support those who cannot afford to pay.

Our team of nearly 200 music teachers and music therapists deliver over 50,000 hours of activity annually, covering 95% of schools and a range of community and education settings.

Through this work, thousands of young people gain the opportunity to learn an instrument, sing, play in groups and ensembles, take part in term-time and holiday courses, create their own music, explore their creativity, and build confidence and resilience. Many take part for the personal and social benefits of music. Those keen to progress their music are supported and inspired to achieve the highest standards and progress into a music career.



# Business Support Officer & Projects Co-ordinator

## Internal applicants only

To provide outstanding administration and customer service to support the work of WEMA's three strands – Music Education, Cultural Education and Creative Health – and WEMA's wider interests by:

- Providing administrative support to our teaching, creative practitioner, therapy, and management teams in their work with schools, young people, and the wider community
- Take ownership of, and administer, events, projects, and performances, working closely with the project managers
- Providing customer support to parents/carers and schools who engage with our services
- Working with our office systems to ensure the smooth running of our traded and charitable services
- Provide an instrument collection and delivery service to schools.

Providing administration across all of WEMA's activities – supporting our teams in Music Education, Cultural Education and Creative Health (including music teachers, freelance creative practitioners and music therapists) in the scheduling, communications and administration of their work with children, adults, schools and other settings, and administering projects and programmes with schools and other organisations, including scheduling, bookings and arrangements (e.g. booking transport, venues etc) which support delivery. Respond to, and resolve, queries and requests from customers, including parent/carers, students, schools, and others in person, by phone and via letter and email.

### **Business Support Officer Duties:**

- Working with Microsoft Office suite to respond to communications (e.g. Outlook), create, manage, and distribute documents (e.g. Word) and manage data (e.g. Excel)
- Working with our bespoke arts management database system, ensuring student, staff, activity, and financial data is up to date and accurate
- Contributing 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
- Providing administrative and personal support to the management team, including managing diaries, liaising with visitors, and managing meetings and internal events
- Proactively advocate, support, and promote the benefit of music education, cultural education and creative health for children, young people and adults for education, personal and health purposes
- Any other duties as may be reasonably requested by a manager

### **Projects Co-ordinator Duties:**

- To take ownership of, and responsibility for, the administration and delivery of a portfolio of events, projects, and performances throughout the year, ensuring each event runs smoothly from planning through to delivery

- To support the Head of Cultural Partnerships in the development and delivery of the organisation's wider events and programming calendar, providing administrative and coordination capacity to their planning work
- Plan and coordinate event organisation, including venue bookings, equipment, transport, access requirements, and staffing arrangements
- Manage bookings and communication with attendees (schools, students, parent/carers), and coordinate promotion in liaison with Marketing and Comms
- Liaise with venues, schools, and partners to confirm arrangements and ensure the smooth delivery of events
- Prepare event documentation such as run sheets, risk assessments, schedules, and briefing notes
- Provide on-the-ground support at events, workshops, and performances, acting as a representative of the organisation and ensuring a professional and welcoming presence, including stewarding, ticket sales and hosting promotional stalls where required
- Take ownership of troubleshooting issues in real time during events to ensure smooth delivery, escalating to the Head of Cultural Partnerships or Business Manager where necessary
- Ensure safeguarding, child licensing, health & safety, accessibility requirements, and any other regulatory requirements are planned for and upheld at all events.

**Application:** This role is an internal vacancy; applicants must be a current employee of West of England Music and Arts or West of England Music Ltd to apply. please complete the online application at [www.wema.org.uk/jobs](http://www.wema.org.uk/jobs)

**Closing Date:** 10:00am, 23<sup>rd</sup> September 2026

**Interviews:** Interviews will take place on 5<sup>th</sup> October with the successful candidate starting work as soon as possible once employment checks have been completed.

If you wish to discuss the role informally before applying, please contact Nicola Quibell, [nicola.quibell@wema.org.uk](mailto:nicola.quibell@wema.org.uk)

## Extra information

*The role requires substantial 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.*

*We are an inclusive organisation and actively promote equality of opportunity for all to ensure our organisation delivers on its values and is representative of the diverse communities we serve.*

*We welcome applications from all people, especially those who face barriers to access or participation. We are committed to making adjustments to enable everyone to apply for, and carrying out, any of our roles.*



# Job Description and Person Specification

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| <b>Role purpose</b>                  | Business Support Officer duties and Events duties. Both are core parts of the post and are undertaken alongside one another.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Location</b>                      | Based in Little Stoke, Bristol, with home working and essential travel to locations across the region                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Terms</b>                         | £28,000 per annum<br>Full time: 37 hours per week, all year round. Monday to Friday office hours plus occasional evenings and weekends (TOIL) essential.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>People/staff responsibilities</b> | Head of Cultural Partnerships, Project Managers, Business Support Team                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Reports to</b>                    | Business Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Education and Training</b>        | <ul style="list-style-type: none"> <li>• Five GCSEs (or equivalent) including English Language</li> <li>• Higher level qualification in Events Management or relevant experience</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Knowledge and Experience</b>      | <ul style="list-style-type: none"> <li>• Working in an administrative / clerical post</li> <li>• Coordinating or supporting the delivery of events, projects, or performances</li> <li>• Working in a team and ability to work independently</li> <li>• Customer service</li> <li>• Using an electronic client record system or complex database</li> <li>• Equalities issues and commitment to working in a non-discriminatory way</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Skills and abilities</b>          | <ul style="list-style-type: none"> <li>• Excellent level of computer literacy</li> <li>• Able to type quickly and accurately and be able to format documents</li> <li>• Excellent skills in IT including Word, Outlook, and Excel</li> <li>• Able to prioritise and balance workload across concurrent business support and events responsibilities, and be proactive</li> <li>• Ability to save/file paper and electronic documents and information in a logical way</li> <li>• Ability to proofread own and others work and amend typing, spelling and grammatical errors as necessary</li> <li>• Ability to format documents and reports, so they are presented clearly, accurately and using the corporate standards</li> <li>• Ability to take accurate minutes at meetings, where complex issues are being discussed and a range of professionals attending</li> <li>• Able to work quickly and under pressure</li> <li>• Able to demonstrate an elevated level of confidentiality</li> <li>• Able to plan and manage event organisation, including venues, transport, equipment, and staffing</li> <li>• Able to remain calm and solve problems under pressure during live event delivery</li> </ul> |
| <b>Person Specification</b>          | <ul style="list-style-type: none"> <li>• A commitment and diligent approach to equality, diversity, inclusion, safeguarding, health and safety and similar attributes to working in an inclusive and open culture</li> <li>• Excellent verbal and written communication skills</li> <li>• Ability to learn new IT software quickly</li> <li>• Ability to deal calmly with people who may be distressed, emotional or hostile</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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|                                                | <ul style="list-style-type: none"> <li>• Willingness to undertake training and use innovative technology as it is implemented</li> <li>• Commitment to a high-quality public service</li> <li>• To be polite, show respect for others and treat everyone fairly</li> </ul>                                                                                                                                                                                   |
| <b>Other</b>                                   | <ul style="list-style-type: none"> <li>• Flexible approach to duties</li> <li>• Willingness to work outside of normal working hours (evenings, weekends, and public holidays)</li> <li>• Willingness and able to drive for business purposes and has regular access to a car and able to drive a hire van</li> </ul>                                                                                                                                         |
| <b>Physical effort and working environment</b> | <ul style="list-style-type: none"> <li>• Office based which accommodates limited home working, with some travel across the region</li> <li>• Substantial physical demand – this role requires regular lifting, carrying, and moving of workplace materials</li> <li>• Stock control and delivery of musical instruments/equipment</li> <li>• Expectation of out of hours work – e.g. supporting evening and weekend events on an occasional basis</li> </ul> |