



## Job Description

**Job Title:** Music Hub Administrator, Creative Learning & Engagement

**Responsible to:** Education Programme Manager, Creative Learning & Engagement

### Bristol Beacon

Run by Bristol Music Trust, and known as **Bristol Beacon**, we were established in 2011 to run the South West's largest concert hall and promote musical excellence, creative learning and engagement. We announced our new name in September 2020. Bristol Beacon is a symbol of hope and community. A focal point for music and a place of welcome, warmth and light.

Our vision is to unite people through the joy of live music. We achieve this through a diverse programme of inspirational musical experiences, which offers something for everybody and encompasses music of all genres including classical, jazz, folk, world, rock, and pop, as well as local choirs, orchestras, and schools.

As an organisation increasing in national importance, we have developed our creative learning and engagement work on an unparalleled scale. Our specialisms include working with underrepresented communities, including 2,500 young people with disabilities and in care. As the Music-Education-Hub for Bristol, we deliver the National-Plan-for-Music-Education to all children aged 4-18, inspiring 39,000 children in 150 schools, special schools, and youth groups every year. Our community led programme, in partnership with The National Foundation for Youth Music and Paul Hamlyn Foundation, works with children under five from low-income families, adults in social isolation/with dementia, children in care/care leavers and community musicians.

In 2023 we will open our newly refurbished concert halls in central Bristol with a new Music Education Centre in the cellars. This will be a completely new space dedicated to music teaching and incorporating a new performance space aimed at young people and emerging artists.

### Creative Learning & Engagement

Creative Learning & Engagement (CLE) is responsible for three areas of work: Bristol's Music Education Hub, Community Engagement, and Industry Development

Since 2013 Bristol Beacon's Music Education Hub has made significant progress toward achieving its vision of making Bristol the 'UK Capital of Young People's Music'. Our award-winning education programmes for young people are set to expand to reach Bristolians of all ages and all backgrounds.

At the heart of our work is great music making and learning. Our programme sets out to encourage participation, engender a sense of civic pride and instil a lifelong love of musical culture. With three prestigious awards in two years from the Music Education Council (MEC) and Music Teacher Awards for Excellence, including winning the Major Prize for best music education hub, our work is gaining national

recognition.

Of equal importance is our Community work working with partners such as Paraorchestra and the National Open Youth Orchestra to support work with disabled musicians as well as our work with care leavers and growing health and well-being work. Our Industry work seeks to create programmes to support a pipeline of young emerging artists working in partnership with other organisations in the music industry.

As the transformation of Bristol Beacon comes into focus, a sharper vision for learning and engagement will be required; one that underpins Bristol Beacon's revised strategic priorities and engages all the communities of Greater Bristol and beyond. Looking ahead, CLE will work in close partnership with the Programme team to further integrate education and engagement activities into the creative output of Bristol Beacon – maximising the opportunities made possible through a world-class live music programme.

### **Purpose of Job**

The Music Hub Administrator is responsible for ensuring an effective and efficient visitor service to all music service users. The Music Hub Administrator will play a key part in communicating with visitors to our music education hub including parents, schools, tutors, and colleagues. They will also provide support in the planning, preparation and implementation of pupil enrolment and admissions-related duties for education and cultural activities.

The post holder will work closely with the Education Programme Manager, the Assistant Education Programme Manager, and the Admissions Administrator.

### **Key Responsibilities and Key Related Competencies**

1. **Planning and Organisation, Customer Service, Communication** - To work collaboratively across CLE and its partners, to coordinate provision of an efficient visitor service using various means of communication. Building and maintaining good relationships with parents, schools, tutors, young people, partners, and colleagues, alongside the promotion of opportunities, events, and activities, in line with key strategic outcomes.
2. **Planning and Organisation, Adaptability, Teamwork** - To support admissions, including coordinating and managing bookings and enquiries for Creative Learning and Engagement programmes, primarily music centres (music lessons) and other associated educational activities, working alongside the Admissions Administrator.
3. **Planning and Organisation, Administration, Accuracy** - Work with the Admissions Administrator to support accurate and timely enrolment and admissions for activities and events across CLE, from initial enquiry to completed enrolment and take responsibility for the PDQ machine, including card payments, daily tallies and recording payments.
4. **Planning & Organisation, Administration, Customer Service** – To oversee the Bristol Beacon instrument stock and inventory. Overseeing usage, monitoring loans, returns and storage, ensuring ongoing repairs and maintenance for instruments as required. Liaising with colleagues, schools, parents, and music practitioners. Preparing/distributing instruments as required and supporting the instrument hire programme by preparing instruments for hire and liaising with the Music Centre Coordinator to distribute instruments as required. Forward planning stock replacement and invoicing.
5. **Administration, Accuracy, Planning and Organisation** - Ensure data is entered accurately and promptly onto the SpeedAdmin Data Management System for all aspects of role.

6. **Adaptability, Teamwork, Customer Service** - support the running of events such as school concerts and presentations, music centres and any other events and logistics as required.
7. **Customer Service, Communication, Planning and Organisation** - Manage the CLE info@ inbox answering queries or redirecting enquires and support the bookings@ inbox for general enquires. Coordinate the provisions of any education/activity resources as needed.
8. **Adaptability, Communication** - Work to ensure the BMT Safeguarding Policy is adhered to in the delivery of our music centre programmes, immediately highlighting concerns where appropriate.
9. **Communication, Customer Service** - Develop and maintain partner relationships with key contacts and stakeholders associated with programme delivery.
10. **Communication, Teamwork** - On a day to day basis comply with the Policies and Procedures of Bristol Music Trust.

### **Employee Specification:**

**Essential** – The role holder **must** have the following **Core** and **Additional Role Specific** competencies:

#### **Core Competencies**

##### COMMUNICATION

- Is able to exchange information in a courteous and effective manner to peers, line managers and customers.
- Receives information effectively and builds positive working relationships.

##### ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Is reliable and flexible in response to work priorities and issues.

##### CUSTOMER SERVICE

- Seeks to understand customer requirements and deliver services that are responsive to diverse customer needs.
- Meets customer needs through excellent customer service.

##### PLANNING AND ORGANISATION

- Provides work on time and to required standards.
- Planning a wide range of recurring tasks.
- Is able to respond positively to changing priorities of the business.

##### TEAMWORK

- Has the ability to work effectively as part of a team.
- Covers others and has consideration of needs and skills of others.
- Acts in a supportive manner to the team.

#### **Role Specific Competencies**

##### ADMINISTRATION

- Broad administration experience
- Excellent IT skills and recent experience of IT packages (Microsoft Excel, Word and Outlook, data management software)
- At ease with learning and investigating new IT systems.
- Excellent written skills/communication.

#### ACCURACY AND ATTENTION TO DETAIL

- A high standard of accuracy in maintaining and preparing information for internal and external customers.
- Able to work methodically, paying attention to detail and able to check own work for errors.

#### Desirable:

- An interest or experience of working in the Education, Arts or Charities sector.

#### Occasional Duties

The post holder will carry out any other duty that is reasonably required.

Your usual place of work is Beacon Music Centre, based in Southmead, but you may be required to work at other locations that are reasonably placed, including Bristol Beacon, Central Bristol.

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Date created / modified: February 2022

Created by: Education Programme Manager and BMT HR

Approved by: BMT HR

#### Outline of Terms and Conditions:

Role:	Music Hub Administrator
Salary:	£20,532.00 per annum
Contract:	Permanent
Hours:	Full-time, 37 hours
Annual Leave:	24 days leave plus bank holidays, increasing by one day each year to 29 days after 5 years of continuous service
Probationary Period:	6 months
Pension:	Bristol Music Trust operates a Salary Exchange (salary sacrifice) Pension Scheme with a 5% employer contribution, subject to a minimum 4% employee contribution

#### Application Procedure

To apply please complete our application form and equal opportunities monitoring data on our StaffSavvy recruitment portal, outlining your experience and skills against the employee specification for the role, and describing why you would like to be part of our team to [hr@bristolbeacon.org](mailto:hr@bristolbeacon.org)

If you require our application form in an alternative or if you need to provide your application in a different way or have questions about the recruitment process for the role, please contact our People Manager on 0117 204 7108.

- We can provide mentors who can give support to applicants who may not have worked in a cultural organisation before and would like some advice as to how to articulate their experience and how it is transferable. This might be because you are from a background that is underrepresented in our sector. To make a request for this please email [hr@bristolbeacon.org](mailto:hr@bristolbeacon.org) or call 0117 204 7108.

- If you have specific question about the role, then for an informal chat please contact Lizzie Connell, Education Programme Manager [Elizabeth.connell@bristolbeacon.org](mailto:Elizabeth.connell@bristolbeacon.org)

Reasonable adjustments will be made for applicants if required, please let us know if you have any needs. You can call our People Manager on 0117 204 7108 or email [hr@bristolbeacon.org](mailto:hr@bristolbeacon.org) Disabled applicants who meet the essential criteria for the role, will be offered an interview.

The closing date for applications is **Monday 15 August 2022 at 9am** with interviews likely to be held week beginning 22 August 2022.

*Bristol Beacon recognise, respect and value individual difference. We are committed to the wellbeing of our staff and to being an Equal Opportunities employer and attracting diverse talent from sections of the community currently underrepresented in the culture sector to help us to develop a more diverse workforce.*