

## Job Description

**Job title:** Team Administrator

**Reports to:** Operations and Communications Director

**Hours:** 21 hours per week (flexible hours, to be agreed on appointment)

**Remuneration:** £21,000 to £24,000 pro rata, depending on experience

**Annual Leave:** 25 days pro rata

**Home working**

We encourage applications from across UK society.

## About Awards for Young Musicians

We're Awards for Young Musicians. For over 20 years, we've supported talented young people from low income families, helping them to overcome financial and social barriers. Whatever the genre, whatever the style, our strategically-targeted programmes help young musicians from across the UK to grow, flourish, and fulfil their musical potential. Our programmes are:

- **Identifying Talent:** training teachers in how to spot young people's musical potential
- **Furthering Talent:** targeting and sustaining young people's emerging talent through strategic support. In December 2017 we became one of only 13 organisations nationally to receive the top tier of funding available from Youth Music. This saw us join the *Alliance for a Musically Inclusive England*: a collective of leading music organisations making music education more equitable for young people.
- **Awards:** funding young talent UK wide through annual grants and tailor made help for individual musicians
- **Innovation and Research:** leading new thinking and action on talent development

## Job Description

### Overview of role

The Team Administrator is a newly created position and the successful applicant will have the exciting opportunity to grow their career within a fast growing and ambitious organisation. They will shape what is a key role in AYM's future development by being responsible for building a truly excellent administrative function, essential to AYM's ongoing and future success. To achieve this the post holder will work closely with staff and Trustees, gaining in-depth understanding and experience of all the key elements of a successful arts organisation, from business planning, fundraising, finance and communications to governance, programme management and compliance.

### Working relationships and expectations

AYM has a full time Chief Executive, Operations and Communications Director, Programme Manager and Development Manager and part-time Finance Officer, all of whom work from home. Our partners are UK wide and so meetings and events are held regularly in London and elsewhere. The Team Administrator will provide administrative support to the whole staff team, reporting to the Operations and Communications Director. They will also work closely with AYM's Board of Trustees and our team of freelance staff and our volunteers as well as liaising with a wide range of external stakeholders.

## Key tasks

### Programme support

- Responding to initial phone and email queries into the organisation about all areas of its work e.g. the Awards programme (which by its open nature gets the most public enquiries) and responding swiftly with relevant information.
- Overseeing the day to day processing of all invoices and reimbursement claims into AYM (largely for either Furthering Talent or the Awards). This will include liaising with the Finance Officer to produce a weekly payments list for authorisation and payment.
- Following up on unclaimed Awards and ensuring Furthering Talent invoices are issued in a timely manner.
- Assisting in the processing of Award applications, adjudication and review process using AYM's online application portal system.

### Communications

- Writing, posting and sharing content on social media and supporting key campaigns e.g. the annual Big Give Christmas Challenge.
- Managing the AYM online calendar and inputting into others (e.g. the Alliance for a Musically Inclusive England).
- Supporting the ongoing maintenance and development of AYM's website.

### Events and meetings

- Assisting with the logistical arrangements for all events e.g. team schedules for Awards Days, fundraising concerts etc.
- Sourcing and booking venues/rooms for events and meetings and organising catering, AV equipment etc.
- Producing AYM event programmes plus other print outputs.
- Maintaining accurate records of event attendances on our Salesforce CRM database in liaison with the relevant colleague/s.
- Writing minutes for quarterly Trustees meetings (once post holder has settled in post) and other major meetings.
- Attending major events to help ensure their efficient management.

### Data management

- Entering and managing data on AYM's Salesforce CRM database on a regular basis to ensure accurate information is held at all times. Examples include inputting donor and funder income from bank statements, ensuring all new MailChimp subscribers are added and running reports to check all contact marketing preferences are up to date.
- Gathering and analysing data to help assess our impact and to report to funders. This will involve working with colleagues to oversee what data is required and from whom and chasing AYM's freelance team, partners or volunteers for this data.
- Collating donor data to create Gift Aid reports, enabling regular claims to be made.
- Maintaining AYM's Team Drive on Google Suite to aid efficient navigation and usage.
- Ensuring key documents are regularly updated e.g. information on other funders of young musicians.

## Person specification

### Essential experience

- A minimum of two years' experience in an administrative role preferably within the arts and/or charitable sector.
- First rate organisation, time management and information management experience.
- Experience of negotiation with suppliers and service providers.

### Key skills

- Strong facility to follow through on the delivery of tasks.
- Exceptional attention to detail.
- Confident user of social media e.g. Twitter and Instagram.
- Excellent written and verbal communication skills, e.g. excellent telephone manner
- Excellent interpersonal skills: an ability to relate confidently and sensitively to a wide range of people including donors, funders, partners, volunteers, parents/carers, and children and young people.
- Computer literate in all major packages. Experience of CRM systems, ideally Salesforce, would be an advantage, as would a flair for design.

### Personal qualities

- Proactive, with the ability to work remotely from home and to manage own workload efficiently without direct supervision.
- Emotionally intelligent, able to communicate effectively and empathetically.
- Highly motivated with a commitment to and understanding of the organisation's vision.
- Ability to prioritise and work flexibly, under time pressure with competing deadlines.
- The energy, enthusiasm and passion for supporting musically talented young people.

## Terms and Conditions

- **Contract:** Initially for one year, to be extended by mutual agreement.
- **Place of work:** From your own home and other locations as required. Regular face to face meetings will also take place with the AYM team e.g. in Bristol, London, Birmingham and Guildford. However the locations of the current team do not preclude applicants applying who live in other regions.
- An ability to travel around the UK from time to time (although your own transport is not required). Expenses will be reimbursed for travel.
- A willingness to work on occasional evenings and weekends is important.
- The post holder will be required to apply for a Disclosure and Barring Scheme (DBS) check in line with AYM's Safeguarding Policy.
- Computer equipment may be provided, depending on individual requirements.

## How to apply

Please submit your completed **Application Form**, **Applicant Details Form** and **Equal Opportunities Form** via email to [Sanpreet.Janjua@a-y-m.org.uk](mailto:Sanpreet.Janjua@a-y-m.org.uk) by 5.00 pm on **Monday 18 February 2019**. Interviews will be held in London on **Thursday 28 February 2019**.

Awards for Young Musicians is an equal opportunities and Living Wage employer. We operate an anonymised recruitment process to try and eliminate unconscious bias. We are committed to attracting and recruiting diverse candidates as it's important that our Trustees, staff and volunteers reflect the communities we serve at every level within the organisation.

### Recruitment, selection and appointment process

As part of our commitment to a fair and open recruitment process, Awards for Young Musicians anonymises all applications before shortlisting candidates for interview, applying a three stage process:

1. Applicants are required to complete an **application form** clearly outlining their interest in the post, how their skills and work experience match the person specification and job description, plus a separate **applicant details form** which contains personal information including their education and qualifications.
2. Applicants are expected to demonstrate in detail that they have the knowledge, skills and experience required for the role. The essential criteria must be addressed, evidenced and with relevant examples provided.
3. Applicants are asked to complete an **Equal Opportunities Form**, which is submitted anonymously and separated from their application at the point of receipt. The form is only seen for administration and monitoring purposes. It is not taken into account for any selection decisions and is not shared.

### Shortlisting process

Once a vacancy has closed, all completed anonymised application forms are shared with the shortlisting panel comprising at least two people. Once applications have been shortlisted, the applicant's details are revealed to the panel to invite the shortlisted candidates for an interview. Candidates will be informed of the outcome of their interview as soon as possible (this can sometimes be a few days after the interviews).

### Offer of employment

Any offer of employment will be made subject to:

- Satisfactory references
- Disclosure and Barring Service (DBS) check in the UK
- Confirmation of the right to work in the UK

### Unsuccessful applications

- Incomplete applications will not be considered
- Due to the volume of applications we receive we are unable to provide feedback to applicants who have not been invited to interview

### Data protection

Awards for Young Musicians will use the information you provide to assess and process your application for employment. If you become an employee, your information will be held on our databases and systems to manage your employment. Unsuccessful candidates' information will be held for six months before being destroyed. We will store all of your data in line with the General Data Protection Regulations 2018 (GDPR).

If you require any arrangements to be made in order for you to attend the interview, for example assistance with mobility or a signer, please contact [Hannah.Turner@a-y-m.org.uk](mailto:Hannah.Turner@a-y-m.org.uk).