



JOB DESCRIPTION

Post: Business Support Assistant	Pay Band: EN2	Contract: 26 hours pw – all year
Organisational information: Responsible to: <i>Business Manager</i> Dimensions: Responsible for: <i>No staff</i> Key relationships/Functional links with: <i>Internal:</i> Encore – Directors, Managers, Office Staff, employed teachers <i>External:</i> Self-employed Accredited Teachers, other freelance contractors, schools, parents, pupils and members of the public, Herefordshire Music Education Hub, community organisations, funders		
Main Purpose of Job: <ul style="list-style-type: none">• Provide Business Support across the organisation• Administer and support community and ensemble projects• Administer the marketing and social media for the organisation <p>Note: Due to the nature of funding and social enterprises, the exact areas may be subject to change from time to time</p>		
Main Responsibilities / Accountabilities / KRA: <p>The jobholder will be expected to complete the responsibilities / accountabilities effectively.</p> <ul style="list-style-type: none">• Responsible for providing Business Support to Managers• Responsible for the enrolment of a range of projects e.g. ensembles, adult projects• Attendance at a range of projects including Music Centre on Saturdays• Responsible for keeping all social media up to date and for marketing information		

Job Activities:

The following is not exhaustive, but is an indication of the roles and responsibilities of the post

Community

- Provide Business Support to the Manager responsible for ensembles
- Responsible for the administration of Herefordshire Youth Music, including enrolment, liaising with young people, parents and families.
- Booking rehearsal and concert venues for HYM and ensuring these are disseminated to parents, schools and the community
- Liaise with Tutors on a weekly basis
- Attend HYM rehearsals on a Saturday morning, greeting parents/front of house and answering any queries. Responsible for running the tuckshop at breaktime
- Occasional supervising of young people
- Liaise with the Logistics and Data Coordinator to ensure that all resources for HYM are organised well in advance
- Provide Business Support to the Manager responsible for community and adults
- Responsible for the administration of community and adult projects, including enrolment, liaising with adults and external agencies
- Booking rooms/venues for community projects and ensuring dates and information is disseminated appropriately
- Liaise with community tutors on a weekly basis
- Attend some adult projects, providing front of house/welcoming and answering any queries etc. Responsible for providing refreshments if required
- Occasional supervising if required
- Liaise with the Logistics and Data Coordinator to ensure that all resources for community and adults projects are organised well in advance
- Provide Business Support to one-off projects as required, in line with the above roles and responsibilities – occasionally this could be to support an external partner organisation or joint event etc.
- Provide front of house for concerts and events, selling tickets, supporting managers, helping with refreshments etc.
- Provide other support at concerts and events e.g. setting up/packing away, stage management support etc.
- Working with the Business Manager to ensure effective systems are in place for the collection and counting of fees, ticket income etc.
- Provide Business Support to the Senior Manager in respect of the Music Education Hub – arranging and attending (usually twilight) meetings, minute taking etc.

Communication and Marketing

- Provide Business Support to the Manager responsible for marketing and communications
- Work with the Manager responsible to develop this aspect of the organisations' work
- Responsible for designing marketing materials such as posters, programmes and handbooks and ensuring these are highly accurate, well presented and produced in ample time
- To be responsible for regularly updating the social media for the organisation, ensuring that this is pitched to the appropriate levels for the right 'audience'

PA & other Business Support

- Provide PA and administrative support to managers, particularly to the Business Manager and Assistant Managers
- Attend and support meetings and events for managers as required
- Provide hospitality, welcoming visitors, making drinks and refreshments as required
- Any other administrative duties as may be reasonably be required

BSA Level – Financial and Funders

- Work with the Business Manager to ensure that all areas of responsibility are effectively delivered and to alert them to any concerns you might have
- Be aware that the organisation is a social enterprise and therefore all staff need to consider Value for Money in everything they do
- Support the Manager responsible for fundraising to help ensure the organisation has increasing income generation
- Share with Managers your thoughts and ideas to help the organisation to develop, increase income or run more efficiently
- This post has no responsibility for taking any financial decisions

All staff

- Provide information to the Logistics and Data Coordinator to aid statistical analysis
- Be flexible and support all other staff to ensure the organisation functions with a team approach. Support the well-being of colleagues, raising any concerns to the appropriate manager
- Keep clear and appropriate records as required
- Undertake reception duties, receive visitors and arrange hospitality
- Work with IT programmes such as Word, Excel, Publisher and Access
- Comply with the organisations policies and procedures. Promote these to our freelances and contractors
- Ensure compliance with Health and Safety by ensuring all areas (including corridors and public areas) are kept clean and tidy. Raise concerns where necessary. Ensure areas are accessible for people with disabilities
- Ensure the upmost confidentiality at all times
- Safeguard and promote the welfare of children, young people and vulnerable adults at all times. Keep up to date with the safeguarding policies and raise any concerns with the manager responsible for safeguarding.

This Job Description covers the main duties and responsibilities of the job and will be subject to regular review and amendment, in consultation with the post holder, to meet the changing needs of the organisation.

Other information:

- Disclosure type: As the post requires working with children and adults an **enhanced** DBS disclosure will be required
- Due to the nature of the organisation, attendance will be required at weekends, evenings and in school holidays e.g. for rehearsals, concerts/events, including residential trips and tours. The post-holder will be expected to be flexible to meet the needs of the organisation.
- It will be necessary to work with Information Technology and associated systems as part of this role

- The post requires the ability to travel freely across the county, with Business Insurance required for motor vehicles.
- The organisation has a no smoking policy. Staff are not permitted to smoke on any of the organisation's premises nor in any vehicle used on organisation business.

PERSON SPECIFICATION

All candidates will be considered on their ability to meet the requirements of the person specification

*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Post:		Pay Band:	Contract:
Business Support Assistant		EN2	26 hours per week – all year
Aspect	Essential criteria	Desirable criteria	M.O.A.*
Qualifications and Training	<ul style="list-style-type: none"> GCSE Maths and English – grade 4-9 (or equivalent) RSA 3 in word-processing or equivalent 		AF AF AF
Experience	<ul style="list-style-type: none"> Experience of working in a clerical/administrative role within a school or arts organisation Experience of providing excellent customer service, Experience of successfully working within a team Experience of accurate record keeping 		AF AF, I

<p>Skills and Abilities Including personal attributes</p>	<ul style="list-style-type: none"> • Ability to develop a good working relationship with a wide range of people • Friendly manner and personality • Ability to produce documents to a high standard • Ability to communicate effectively (written and orally) • Ability to solve problems • Ability to make decisions with a positive and balanced approach • Ability to plan whilst working in partnership • Well presented • Good organisational skills and ability to manage own time • A positive attitude to the changing challenges of delivering high-quality music education • Ability to maintain and develop social media platforms • Ability to design and produce marketing material • Ability to keep accurate information • Ability to draft effective and accurate letters and edit and produce documents • Effective user of Word, Excel, Access, databases, email and internet • Well-organised and flexible approach to work – including ability to work some ‘out of hours’ • Ability to work constructively and supportively as part of a team • A positive attitude to dealing with change • Close attention to detail • Ability to work on one’s own initiative 	<p>Ability to plan resources for projects and events</p> <p>Understanding of IT systems such as Microsoft365</p>	<p>AF, I</p> <p>AF, I, S</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I, S</p> <p>I, S</p> <p>I</p> <p>AF</p> <p>I</p> <p>I</p> <p>I</p> <p>I, S</p>
<p>Other Factors</p>	<ul style="list-style-type: none"> • Ability to travel • Ability to lift and handle musical instruments & other associated equipment • Ability to work flexible hours to attend organisational meetings and other events e.g. in the evening and at weekends • Some lone working 		<p>AF</p> <p>AF, I</p> <p>I</p> <p>I</p>