



## JOB DESCRIPTION

<b>Post:</b> Assistant Manager	<b>Pay Band:</b> EN6	<b>Contract:</b> 0.4-0.6 Perm Var – Full Year
<b>Organisational information:</b>  Responsible to: <i>Managing Director</i>  <b>Dimensions:</b>  Responsible for: <i>Ensemble Teachers (~15), Freelance project artists (~12)</i>  <b>Key relationships/Functional links with:</b>  <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		
<b>Main Purpose of Job:</b>  To lead, develop and manage all aspects of the organisations' work in the community (everything outside of schools and education settings). This involves all of the organisations' ensembles provision, community projects (including all adult provision) and events.  Note: Due to the nature of funding and social enterprises, the portfolio areas for this post will change and develop over time.		
<b>Main Responsibilities / Accountabilities / KRA:</b> The jobholder will be expected to complete the responsibilities / accountabilities effectively. <ul style="list-style-type: none"><li>• Full responsibility for provision of ensembles, rehearsals, projects, concerts, workshops etc. ~300+ young people and ~ 15 teachers</li><li>• Full responsibility for adult services and community based projects – approx. 12 projects, 300 adults and ~15 freelance artists</li></ul>		

**Job Activities:**

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

**Portfolio Area - Ensembles**

- To lead, manage and develop all of the organisations' Herefordshire Youth Music ensemble provision in consultation with the managing Director
- To lead, manage and develop all of the organisations' other ensemble provision, in consultation with the Managing Director
- To ensure there are sufficient teachers, staff and contractors to enable the successful delivery of the organisation's ensembles
- To ensure there are a wider range of ensemble opportunities for children and young people
- To ensure there are a wider range of ensemble opportunities for adults, where these are not readily available or accessible
- To lead, manage and develop the opportunities for all ensembles (young people and adults) to rehearse and perform as well as associated activities.
- To lead, manage and develop the range of ensemble opportunities, increasing the numbers of young people current accessing this.
- To regularly review and refresh ensemble opportunities to ensure continuous development. This includes devising and providing one-off opportunities/projects
- To manage all queries and requests, delegating low level queries to other staff where necessary. Dealing with complex and difficult situations with tact, diplomacy, respect and confidentiality
- To ensure effect communication via newsletters, social media, handbooks, website etc, so that young people parents, other adults are kept fully up to date and informed
- To ensure systems are in place for accurate and efficient responses to service users and new enquiries etc.
- To ensure that all rehearsals and performances are meticulously planned, with appropriate delegation e.g. front of house, stage management, supervision etc.
- To ensure risk assessments are in place for all rehearsals and performances
- To ensure a high level of customer service and satisfaction, consulting with service users as necessary e.g. evaluation, feedback etc.
- To design and produce an annual handbook for ensembles
- Work with the managing Director to ensure that comprehensive agreements are in place for ensembles e.g. venues, partner organisations, funders etc.
- To promote a culture of listening to feedback from service users
- To ensure that there is a specific ensemble strategy for hard to reach groups such as: pupils with Special Education Needs, Looked after children, adults with SEN, older people, dementia etc.
- To lead, manage and develop one-off projects for children and young people and adults linked to ensembles
- To devise and deliver a strategy to bring young people and adults together to perform
- To work with the Manager responsible for the Music Education Hub and in particular to bring leadership and management to the MEH's ensemble and large-scale project work
- To ensure that all of the strategies and decisions for children and young people are linked to and approved by the Music Education Hub.

**Portfolio Area – Adults**

- To lead, manage and develop all of the organisations' adult services provision, in consultation with the Managing Director
- To ensure there are sufficient teachers, staff and contractors to enable the successful delivery of the services

- To ensure there are a wide range of opportunities for adults, especially where these are not readily available or accessible
- To regularly review and refresh adult service opportunities to ensure continuous development. This includes devising and providing one-off opportunities/projects in the community
- To manage all queries and requests, delegating low level queries to other staff where necessary. Dealing with complex and difficult situations with tact, diplomacy, respect and confidentiality.
- To ensure effective communication with adults using a range of accessible platforms
- To ensure systems are in place for accurate and efficient responses to service users and new enquiries etc.
- To ensure that all activities are well planned and well in advance
- To ensure risk assessments are in place for all activities
- To ensure a high level of customer service and satisfaction, consulting with service users as necessary e.g. evaluation, feedback etc.
- Work with the managing Director to ensure that comprehensive agreements are in place for ensembles e.g. venues, partner organisations, funders etc.
- To promote a culture of listening to feedback from service users
- To ensure that hard to reach groups (adults with SEN, older people, dementia etc.) are particularly prioritised for services
- To lead, manage and develop one-off projects for adults, this will include working jointly with other organisations
- To develop a programme to support the health and mental well-being of adults
- To devise and deliver a strategy to bring young people and adults together, working closely with the Manager responsible for schools and young people.
- To occasionally implement a 'Deep Dive Review' into a particular service area. Reporting to the Managing Director and delivering upon the outcomes etc.

### **Portfolio Area - Staff and Freelance Contractors**

- To Line Manage any employed teachers and other staff working in ensembles, adult or community service
- To oversee any self-employed contractor working in ensembles, adult or community service
- To ensure high quality conducting, high quality project delivery and high quality service delivery by all teachers and freelancers within responsibility area. This will include regular observations and feedback
- To ensure a team based and supportive approach for all staff and freelancers
- To deal with issues or concerns raised by organisations or individuals, including difficult and complex cases
- To provide a broad, varied and engaging CPD training programme for all staff and freelancers within area of responsibility - planned in conjunction with the organisations' annual calendar and Senior Manager
- To ensure sufficient people delivering have a first aid at work certificate

### **Management Level – Financial and Funders**

- To work with the Business Manager to ensure that all areas of responsibility are financially viable and to alert them to any potential issues or concerns in respect of this
- To work with the Business Manager on annual budget planning and price setting. Particularly to consider the aspect of risk when doing so
- To work with the Business Manager, Managing Director and Fundraisers to develop new commercially viable opportunities for the community
- Work with the Manager for Fundraising to formulate successful funding applications
- In conjunction with the Manager for Fundraising, to ensure that all reports to fundraisers are regular, clear and transparent

- To ensure that any staff and freelancers within your direct responsibility are encouraged to consider Value for Money at all times
- To promote an ethos of Value for Money within own areas of responsibility and across the entire organisation
- To be responsible for and take decisions on aspects of in-house spending up to a limit of £1,000 without authorisation

### **Management Level - General**

- To manage, design, develop, proactively examine and implement ways to improve all areas of own responsibility
- To support the management, design and development of all other areas of the organisation, in particular working closely with other managers
- To deputise for the Managing Director in their absence
- In discussion with Directors to take basic safeguarding decisions in the absence of the Managing Director
- To support and cover for other managers and staff
- To act as an exemplary role model for other managers, staff and freelancers, especially in respect of following company policies and culture
- To ensure all staff and contractors follow the organisations' policies
- To ensure a high level of safeguarding awareness and assessment of safeguarding risks at all times – from immediate situations through to longer term planning
- To be a member of the Management Team, taking a lead role as the Senior Manager
- To delegate some duties to other staff as required
- Particularly to delegate some duties to Business Support staff to ensure management time is spent on management and not on administration
- To attend and support activities and events across the organisation, beyond own areas of responsibility
- To be on-call for certain activities and events where attendance is not required
- To provide briefings, updates and full complex business reports for the Directors, Managing Director and Funders as required
- To take a lead role in recruitment, supporting recruitment processes and interviewing candidates etc.
- To lead and organise meetings, chairing where necessary and ensure all meetings have appropriate agendas and minutes are circulated in a timely manner etc.

### **All staff**

- Provide information to the Logistics and Data Coordinator to aid statistical analysis
- Liaise with schools, staff, parents, suppliers, tutors, customers, public, external agencies etc.
- 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 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 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 adults and children, 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.



<p style="text-align: center;"><b>Skills and Abilities Including personal attributes</b></p>	<ul style="list-style-type: none"> <li>• Exceptional ability to quickly develop a good working relationship with a wide range of people</li> <li>• Friendly manner and personality</li> <li>• Sensitive and supportive staff development skills</li> <li>• Ability to meticulously plan concerts, training and other events</li> <li>• IT Skills: ability to use email, write letters and process reports</li> <li>• Ability to produce complex high standard reports and other documents</li> <li>• Ability to be able to speak publicly</li> <li>• Ability to communicate effectively (written and orally) with pupils, parents, clients, schools, staff and other organisations</li> <li>• Excellent negotiation skills</li> <li>• Ability to deal effectively in a variety of situations</li> <li>• Ability to work under pressure</li> <li>• Ability to solve problems – including complex or urgent problems</li> <li>• Ability to analyse and make decisions with a positive and balanced approach</li> <li>• Ability to plan strategically, whilst working in partnership</li> <li>• Ability to demonstrate a commitment to promoting the welfare and safeguarding of children</li> <li>• Extremely well presented</li> <li>• Ability to effectively Chair a range of small and large meetings</li> <li>• Good organisational skills and ability to manage own time, including the ability to delegate when necessary</li> <li>• Excellent verbal and written communication skills with stakeholders including the ability to build and work in partnership</li> <li>• A positive attitude to dealing with change</li> <li>• Team player</li> <li>• Ability to understand risk and write risk assessments</li> </ul>	<p style="text-align: center;">Knowledge of the Music Curriculum, NPME, MEH and graded instrumental music examinations</p>	<p>AF, I</p> <p>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</p> <p>I, S</p>
<p style="text-align: center;"><b>Other Factors</b></p>	<ul style="list-style-type: none"> <li>• Ability to travel</li> <li>• Ability to lift and handle musical instruments &amp; other associated equipment</li> <li>• Ability to work flexible hours to attend organisational meetings, concerts and other events e.g. in the evening, weekends, school holidays etc.</li> <li>• Some lone working</li> </ul>		<p>AF</p> <p>AF, I</p> <p>I</p> <p>I</p>