Music Business Support Officer – Sutton Music Trust

Full time: 37 Hours per Week

**Salary: Cognus Band 1B £26,782.19 (1 FTE)**

Location: Wallington, London Borough of Sutton

Sutton Music Trust

Sutton Music Trust (SMT) strives to help all children and young people across the borough to make, be inspired by, and celebrate the music that they love. Sutton Music Trust is a charity subsidiary of Cognus Limited and one of 26 services that strive to create brilliant outcomes for children and young people across the London Borough of Sutton.

Sutton Music Trust is proud to be committed to hiring a diverse workforce.

Although advertised as a full-time role, Sutton Music Trust would welcome applications from candidates looking for part-time/term-time-only positions.

**Main Purpose**

The post holder will be responsible for various business support functions for the Music Trust. They will support the Music Trust Business Manager with effective and efficient administrative procedures. They will communicate to a high standard with students, families, schools, and other stakeholders to ensure the smooth running of our activity programme. They will support the Music Trust team in developing an inclusive service that helps the musical journeys of all children and young people in the borough.

You will give us great commitment and in return we offer an excellent package including:

1. Starting salary of £26,782.19
2. Workplace pension scheme 4% to 8% matched contributions
3. 28 days annual leave pro rata (plus Bank Holidays)
4. Regular manager support and supervision.
5. Hybrid and Flexible working
6. Staff benefits package, currently including Employee Assistance Programme, Perkbox and (upon completion of probation) Sovereign Healthcare Cashback plans
7. Staff Council, Staff EDI group and Mental Health First Aiders to support wellbeing and inclusion
8. Cognus Coaching Programmes
9. An ambitious culture with friendly and supportive colleagues

If you are interested and would like to be considered for this role, please apply to recruitment@cognus.org.uk with the completed [application form](https://cognus.org.uk/wp-content/uploads/2021/06/Cognus-Application-Form.docx), outlining your suitability. The deadline for receipt is by **midday, Tuesday** **7th May 2024.** Candidates are requested to be available for interview in the week commencing **13th May 2024.**

For an informal conversation about the role, please contact Claire Cossins, Acting Head of Music Service at [claire.cossins@cognus.org.uk](mailto:claire.cossins@cognus.org.uk) or Emma O’Connell, Business Support Officer at emma.o'connell@cognus.org.uk.

All offers of employment are subject to successful completion of recruitment formalities which includes an enhanced DBS check. These checks must have been completed prior to commencement of employment. We expect our staff to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Company and the Local Safeguarding Children’s Board.

We have several other roles we are recruiting to at different levels within Cognus. Please get in touch for an informal conversation about these and other opportunities if you or anyone else you know may be interested in working with us.

**JOB DESCRIPTION**

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| --- | --- |
| POSITION: | Music Business Support Officer |
| DIVISION: | Sutton Music Trust |
| REPORTS TO: | Music Trust Business Manager |
| RESPONSIBLE FOR: | Administration |
| GRADE/PAY: | Band 1B - £26,782.19 (1 FTE) |
| LOCATION: | Wallington, London Borough of Sutton |

**JOB SUMMARY**

The post holder will be responsible for various business support functions for the Music Trust. They will support the Music Trust Business Manager with effective and efficient administrative procedures. They will communicate to a high standard with students, families, schools, and other stakeholders to ensure the smooth running of our activity programme. They will support the Music Trust team in developing an inclusive service that helps the musical journeys of all children and young people in the borough.

**PRINCIPAL ACCOUNTABILITIES**

1. **Customer Service**

Responsible for providing high levels of customer service to parents/carers, students, and all other stakeholders:

* 1. Dealing with the Music Trust's students and parents/carers in person, in writing and over the telephone.
  2. Responding to and dealing with any queries regarding membership of the Music Trust professionally and on time, maintaining high customer service standards.
  3. Having a complete understanding of all current activities within the Music Trust to aid with responding to and dealing with queries.
  4. To provide a front-of-house service at concerts and events.

1. **Music Service Administration**
   1. Coordinating room bookings and meetings for the Music Trust.
   2. Provide a note-taking service for team meetings.
2. **SpeedAdmin**

To update and maintain data on the Sutton Music Trust database (SpeedAdmin) as necessary in line with the Standard Operating Procedures (SOP). This includes:

* 1. Accurately monitoring students' attendance daily for Music Academy and In-School Peripatetic vocal and instrumental lessons in line with the SOP.
  2. Proactively address issues concerning tutor's timetables (including cover for absences), discontinuation of lessons, and parent/carer invoices.
  3. Updating remissions details on the system in line with the SMT remissions policy.
  4. Ensuring all tutors' details (addresses, telephone numbers, email addresses, etc.) are correct and reviewed regularly to ensure leavers and new starters are current and updated as necessary.
  5. Updating tutor information on Schools pages to ensure the School Dashboard is current and displaying the correct information.
  6. Ensuring all the school details (names of Music Coordinators/ Subject Leaders/ Headteachers, email addresses, telephone numbers etc.) are correct, reviewed regularly, and updated as necessary.
  7. Processing new applications from the waiting list and setting up lessons as defined in the standard operating procedure to a high level of accuracy.
  8. Create and maintain accurate teaching schedules for Music Academy and peripatetic lessons.
  9. Support the Lead Tutor for Music Academy in the organisation of Exams, including scheduling exams on the system, recording payments, and recording accurate, practical exam outcomes against pupil names.

1. **Instrument Hire**

To assist in the Sutton Music Trust Instrument Hire Process and Instrument Hire standard operating procedure, following the Arts Council England's Instrument Guidance. To include:

* 1. The accurate maintenance of instrument hire records on the Music Trust database (SpeedAdmin).
  2. Managing the return of instruments.
  3. Managing the exchange and hiring of instruments.
  4. Provide KPIs for Instrument Hire in line with the reporting timetable.
  5. Organise basic maintenance of instruments and repairs and/or replacements where necessary.

1. Process the payment of invoices, raise purchase orders, and carry out other financial tasks in accordance with the requirements of the Music Trust. This includes reconciliation of payments received in XERO.
2. Supporting the Music Trust team with ad hoc administrative requests as and when required / Carrying out any other duties as reasonably required.
3. Support the Music Trust Business Manager with the recruitment of new tutors in line with the Standard Operating Procedure. Duties will include inviting tutors for interviews, requesting references and collating paperwork for HR and the interview panel to onboard tutors in a timely manner. Ensuring new tutors are sent all the relevant SMT onboarding documents.
4. Complete mandatory e-Learning modules and training as required.
5. Understand personal responsibility regarding confidentiality, GDPR and information governance and adhere to and promote the Company policies in all areas, including Safeguarding of Children, Data Protection, ICT, Health and Safety and Equality and Diversity.
6. To ensure attendance and constructive participation in supervisions, appraisals, and team meetings in line with the Company's standards.
7. To ensure ongoing personal and professional development and discuss his/her needs with their line manager.
8. As directed, the post holder will undertake additional duties to support the wider Cognus requirements that may arise from time to time commensurate with the grade of the post. These may include but will not be limited to being part of a company reception rota, answering the main company phone line, and supporting companywide events hosted at Cantium House.

## GENERIC OBJECTIVES:

Contribute to Cognus Limited’s business objectives at the appropriate level by ensuring every child matters and has access to education and learning opportunities, including:

1. Health and safety
2. Safeguarding and protection of children
3. Equal opportunities and management of diversity
4. Data protection
5. Outstanding Customer care

**GENERAL:**

**SAFER RECRUITMENT:**

Cognus is committed to safeguarding and protecting the children and young people that it works with. An offer of employment is subject to safer recruitment practices which include an enhanced DBS check, two professional references acceptable to Cognus Limited, proof of qualifications, proof of right to work in the UK, proof of personal address and employment history covering 5 years and, fitness to work with children (occupational health assessment). These checks must have been completed prior to commencement of employment. We have a range of policies and procedures in place which promote safeguarding and safer working practices across the organisation.

**PROCESSING OF DATA:**

1. You (“the employee”) consent to the holding and processing of personal data provided by you to the Company (“the Company”) for all purposes relating to your employment, but not limited to administering and maintaining personnel records, paying and reviewing salary and other remuneration and benefits, undertaking performance appraisals and reviews, the compulsory Disclosure and Baring Services check (DBS) details in line with its statutory responsibility to safeguard and protect children and vulnerable service users; maintaining sickness and other absence records and taking decisions as to your fitness for work.
2. You hereby acknowledge and agree that the Company may, in the course of its general and statutory duties as an employer be required to disclose personal data relating to you for legislative purposes during or after the end of your employment. This does not affect your statutory rights under the General Data Protection Regulation 2018.

**CONFIDENTIALITY AGREEMENT**:

1. During the course of your employment, you will have access to and knowledge of Company confidential information and trade secrets.
2. Disclosure of any of this confidential information and/or trade secrets could have serious financial consequences and/or create serious competitive disadvantages for the Company. There may be material damage, financial or otherwise, deliberate or otherwise, to the Company’s legitimate business interest.
3. Under the terms of this confidentiality agreement, you agree to keep secret and shall not at any time, either during employment or post-employment, use, communicate or reveal to any person any trade secret or confidential information relating to the Company or any Associated Company.
4. You are aware of the Company’s policies in relation to compliance with the General Data Protection Regulation and undertake to act in accordance with these at all times. Any breach of these policies will be dealt with under the Company’s disciplinary procedure and action taken can include dismissal without notice.

*This job description and person specification outlines the summary of key accountabilities and is not an exhaustive list of duties and, is subject to periodical review and changes in line with the business needs.*

**PERSON SPECIFICATION**

*The main duties and responsibilities of the post holder are indicated below although other duties of an appropriate level and nature will also be required.*

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|  | **Description** | **Criteria** |
| a. | Excellent oral and written communication skills with a positive, "can do" attitude; happy to help. Good people skills. | E, I |
| b. | Ability to take direction, work as a team member, and work on own initiative. | E, I |
| c. | Ability to prioritise and deliver high standards. | E, I |
| d. | Effective time management skills, with an understanding of how these impact colleagues. | E, I |
| e. | Right to work in the UK | E |
| f. | Experience in administration and clerical systems within a work environment | E, T, I |
| g. | GCSE English and mathematics grade A-C | E |
| h. | Excellent IT skills, particularly Office 365 and SharePoint systems | D |
| i. | An enhanced DBS check will be carried out | E |
| j. | Commitment to the aims and values of Sutton Music Trust and Cognus Limited | E |
| k. | Honours and upholds the Company's Equal Opportunity Policy, Dignity at Work Policy, Safeguarding and Protection of Children, Health and Safety and Data Protection Policy at all times. Understanding of confidentially, GDPR and information governance issues and how these are observed and maintained. | E |

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| **Key** | | **D** | Desirable | **I** | Evaluated at interview |
| **E** | Essential | **S** | Shortlisting Criteria | **T** | Subject to test |