

JOB DESCRIPTION

Job Title:	Music Centre & Events Coordinator (West)
Reg Region/Location:	Stoneham Court, Reading/Caversham/West Berkshire Music Centre
Contract Type:	Permanent
Hours:	Full time, 37.5 hours per week (9am to 5:30pm Mon to Fri)
Job Code:	ADM01- 10
Reporting Structure:	Music Centre Development Manager

Primary Job Purpose

Based at our Head Office in Reading this role includes regular travel to our Music Centres in Reading, Caversham and West Berkshire Music Centre. The postholder will ensure the smooth running and growth of our Music Centres, Ensembles and Events through working closely with and effectively communicating with Music Centre Receptionists, Music Centre Development Managers, teachers, parents and children.

Berkshire Music Trust's primary customers include parents, children, schools, wider community music and Early Years' groups.

Principal Responsibilities

1. Coordinates the activities of the Music Centres, through maintaining excellent customer service by communicating proactively with managers, teachers, parents and children through face to face meetings, phone and email
2. Maintains relationships with Parent Friend Associations and supports their fundraising endeavours
3. Providing stewarding duties as necessary, as per the centre requirements
4. Works with the Admissions Officer by actively prioritising the starting of new pupils in lessons and Ensembles with regular action on waiting lists and the charging process.
5. Actively maintains waiting lists
6. Supports Music Centre Receptionists and provides Reception cover as and when required
7. Supports the growth of the Music Centres by promoting the service at local community events and at Berkshire Music Trust's promotional events
8. Uses local knowledge to support the Marketing Team with social media posts to ensure representation across the County
9. Administers the Music Centre group Tours and visits, supporting the Music Centre Development Managers in accordance with the Music Trust's policy, liaising closely with parents to ensure Tour, deposits, payments and consent forms are received on a timely basis
10. Liaising with Centre staff and Receptionists to ensure the health and safety of students and staff through arranged fire drills and comprehensive risk assessments

11. Ensures health and safety and safeguarding requirements are met and staff are first aid trained through liaising in a timely manner with the Facilities Manager
12. You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must co-operate with employers and co-workers to help everyone meet their legal requirements
13. Promotes the safeguarding and welfare of all pupils and service users within Berkshire Music Trust, raising any concerns in accordance with the Trust's protocols and procedures.
14. Some additional work at evening/weekend events maybe required, for which time off in lieu will be granted.
15. Any other duties commensurate with the post.

Our Values

- **Inclusivity** – we believe music should be accessible to all
- **Respect** – we respect others views and lived experiences
- **Transparency** – we are open and honest
- **Innovation** – we continuously evolve and adapt to changing needs
- **Responsibility** – we take responsibility for our mission
- **Partnership** – we embrace partnership working

ROLE SPECIFICATION

	Criteria
Skills and Abilities	<ul style="list-style-type: none"> • Confident car driver with a clean licence • Ability to adapt to the demands of a busy working environment, interacting positively with members of the public, schools, children, parents and colleagues • Excellent inter-personal skills and the ability to work with a range of external stakeholders and colleagues • Strong organisational skills and ability to multitask • Excellent communication skills – both written and spoken • Accuracy and attention to detail • Excellent time management skills • Proficient in the use of MS Office, especially Word and Excel
Experience	<ul style="list-style-type: none"> • Front-facing public / customer focused services • Working as part of a team in a pressurised and multi tasked environment • Proven experience in a demanding administrative role • Working to strict deadlines
Knowledge	<ul style="list-style-type: none"> • Sufficient levels of numeracy to deal with statistical data • A background, understanding and/or interest in music • Understanding and ability to learn how to use a CRM systems
Personal Attributes and	<ul style="list-style-type: none"> • Understand and respect the principles of confidentiality • Possession of excellent interpersonal skills • Sensitive to the needs of the customer

other Requirements	<ul style="list-style-type: none"> • Able to work in a pressurised environment • Ability to work accurately with attention to detail • Commitment to personal development • Forward-thinking, positive attitude • Ability to establish good working relationships and work well in a team • Willingness to travel across Berkshire • Committed to Berkshire Music Trust’s Vision and core Values <p>Berkshire Music Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be subject to an Enhanced Disclosure and Barring Service (DBS) check. Berkshire Music Trust takes the responsibility of child protection very seriously and checks the suitability of staff and volunteers to work with children. Berkshire Music Trust is an equal opportunities employer.</p>
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ROLE COMPETENCIES

Competency Group – Communication	
Competency Title	Description
Listening	Understands and learns from what others say.
Reading Comprehension	Grasps the meaning of information written in English, and applies it to work situations.
Speaking	Conveys ideas and facts orally using language the audience will best understand.
Writing	Conveys ideas and facts in writing using language the reader will best understand.
Competency Group - Cognition	
Competency Title	Description
Creative & Innovative Thinking	Develops fresh ideas that provide solutions to all types of workplace challenges.
Decision Making & Judgment	Makes timely, informed decisions that take into account the facts, goals, constraints, and risks.
Problem Solving	Resolves difficult or complicated challenges.
Researching Information	Identifies, collects, and organizes data for analysis and decision-making.

Competency Group – Personal Effectiveness	
Competency Title	Description
Accountability & Dependability	Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight.
Adaptability & Flexibility	Adapts to changing business needs, conditions, and work responsibilities.
Attention to Detail	Diligently attends to details and pursues quality in accomplishing tasks.
Customer Focus	Builds and maintains customer satisfaction with the products and services offered by the organization.
Development & Continual Learning	Displays an ongoing commitment to learning and self-improvement.
Ethics & Integrity	Earns others' trust and respect through consistent honesty and professionalism in all interactions.
Results Focus & Initiative	Focuses on results and desired outcomes and how best to achieve them. Gets the job done.
Safety Focus	Adheres to all workplace and trade safety laws, regulations, standards, and practices.
Self-Management	Manages own time, priorities, and resources to achieve goals.
Stress Tolerance	Maintains composure in highly stressful or adverse situations.
Tact	Diplomatically handles challenging or tense interpersonal situations.
Competency Group – Interaction with Others	
Competency Title	Description
Influencing Others	Influences others to be excited and committed to furthering the organization's objectives.
Relationship Building	Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
Teamwork	Promotes cooperation and commitment within a team to achieve goals and deliverables.

Valuing Diversity	Helps create a work environment that embraces and appreciates diversity.
Competency Group – Occupational	
Competency Title	Description
Advocating Causes	Influences others to act in support of ideas, programs, or causes.
Managing Projects or Programs	Structures and directs others' work on projects or programs.
Negotiating Agreements	Reaches deals or compromises.
Competency Group – Management Qualities	
Competency Title	
Business Alignment	Aligns the direction, products, services, and performance of a business line with the rest of the Organisation.
Planning & Organising	Coordinates ideas and resources to achieve goals.