



POSITION:	Music Business Support Officer
DIVISION:	Sutton Music Trust
REPORTS TO:	Music Trust Business Manager
GRADE/PAY:	0.8 FTE £22,282.78 (£27,853.48 1 FTE)
LOCATION:	Wallington, London Borough of Sutton

Sutton Music Trust

Sutton Music Trust (SMT) endeavours 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 registered charity, a subsidiary of Cognus Limited. and strives 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.

This advertised as a 0.8 FTE. Sutton Music Trust would welcome applications from candidates looking for a full-time role.

Main Purpose

The post holder will be responsible for various business support functions for Sutton 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:

- Dealing with the Music Trust's tutors, students and parents/carers in person, in writing and over the telephone.
- Responding to and dealing with any queries and communications received by the Music Trust professionally and on time, maintaining high customer service standards.
- Having a complete and thorough understanding of all current activities within the Music Trust to aid with responding to and dealing with queries.
- To provide a front-of-house service at concerts and events.
- To be prepared to cover and support with Music Academy and rehearsal stewarding as required.

2. Music Service Administration

- Coordinating room bookings and meetings for the Music Trust.
- Provide a note-taking service for team meetings.
- To assist with tutor safeguarding training, including maintaining accurate records and sending training reminders.

3. SpeedAdmin Database

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

- Processing new applications from the waiting list and setting up peripatetic and Music Academy lessons as defined in the Standard Operating Procedure to a high level of accuracy and efficiency.
- Accurately monitoring students' attendance daily for Music Academy and In-School Peripatetic vocal and instrumental lessons in line with the SOP.
- Set up and proactively maintain tutor timetables, discontinuation of lessons, and parent/carer invoices.

- d. Updating remissions details on the system in line with the SMT remissions policy and ensuring that these are correctly applied to parent invoices.
 - e. Ensure all relevant tutor, school and family data on SpeedAdmin is up to date and accurate.
- 4. Instrument Hire**
- To assist where required the Business Support Team in the Sutton Music Trust Instrument Hire Process and Instrument Hire Standard Operating Procedure, in line with the Arts Council England requirements. To include:
- a. The accurate maintenance of instrument hire records on the Music Trust database (SpeedAdmin).
 - b. Managing the return of instruments.
 - c. Managing the exchange and hiring of instruments.
 - d. Provide KPIs for Instrument Hire in line with the reporting timetable.
 - e. Perform and organise basic maintenance of instruments and repairs and/or replacements where necessary.
 - f. Undertake training in basic instrument maintenance such as restringing and cleaning.
- 5. To assist where required in the processing 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.
 - 6. Supporting the full Music Trust team with ad hoc administrative requests as and when required. Including but not limited to Music Academy, music exams, events and concerts.
 - 7. Support the Music Trust Business Manager with the recruitment and onboarding of new tutors in line with the Standard Operating Procedure.
 - 8. Complete mandatory e-Learning modules and training as required.
 - 9. To support the Company with fundraising and charitable endeavours as required.
 - 10. To be prepared to perform other duties in line with the role not otherwise specified.
 - 11. 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.
 - 12. To ensure attendance and constructive participation in supervisions, appraisals, and team meetings in line with the Company's standards.
 - 13. To ensure ongoing personal and professional development and discuss their needs with their line manager.

General

Safer Recruitment: Sutton Music Trust is committed to safeguarding and protecting the children and young people it works with. An offer of employment is subject to safer recruitment practices, which include an enhanced DBS check, two professional references acceptable to Sutton Music Trust, proof of qualifications, proof of right to work in the UK, proof of personal address and employment history covering five years and, fitness to work with children (occupational health assessment). These checks must have been completed prior to the 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 Barring 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. It is not an exhaustive list of duties and is subject to periodic review and changes in line with the business needs.

Person Specification

	Description	Criteria
a.	Excellent oral and written communication skills with a positive, "can do" attitude; happy to help. Strong customer service skills and 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 tasks, manage own workload and deliver high standards.	E, I
d.	Effective time management skills, with an understanding of how these impact colleagues.	E, I
e.	Ability to cope with a varied workload, with busy and quiet periods in line with the academic year.	E
f.	Right to work in the UK	E
g.	Experience in administration and clerical systems within a work environment	E, T, I
h.	GCSE English and mathematics grade A-C	E
i.	Excellent IT skills, particularly Office 365 inc. Excel, Word and SharePoint.	E
j.	An enhanced DBS check will be carried out	E
k.	Commitment to the aims and values of Sutton Music Trust	E
l.	Previous experience of working in education, for a music service, and/or a charity. Experience of working in academic administration an advantage.	E
m.	Experience in website design and Wordpress.	D
n.	Experience in using and maintaining databases.	E
o.	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 confidentiality, GDPR and information governance issues and how these are observed and maintained.	E

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