

## Job Description

Job Title: **Arts Business Administrator**

POSCODE:

Grade: **Scale 2**

### Overall purpose of the job

To provide friendly, efficient, customer-facing, front-line public services to users of Cambridgeshire Music. An integral part of the role is a requirement to work some late night and weekend working on a flexible basis, as required to meet service needs. The postholder will be supervised and have responsibility for building stock and equipment as required. To provide customer services on behalf of Cambridgeshire Music, including reception, digital systems support, information provision and face to face transactions with service users. To contribute to the service by completing a range of administrative

and support services within the day to day running of the centre, including library and instrument bank operation. To support the wider aims and objectives of the service by assisting in the delivery of fundraising events and inclusion administration.

	<b>Main accountabilities</b>
10.	To provide a professional, effective, and efficient client service to service users of all ages, backgrounds, and abilities, ensuring that customers are dealt with courteously, fairly taking into account their specific needs.
11.	To ask relevant questions pertinent to the client's situation in order to assist them, follow through necessary steps and answer their enquiries, helping clients to make informed choices and to redirect them to other service staff as appropriate.
12.	Assist and contribute to the operational routines of Cambridgeshire Music's Centre, including work within the Music Library and Instrument Bank and supporting staff and/or external clients making use of spaces.
13.	Assist and contribute to the delivery of fundraising services and inclusion initiatives as required by the line manager.
14.	Be an effective advocate for the service, promoting the music education hub within the wider community at every opportunity.
15.	Assist in the reactive duties of income and expenditure administration and collection following service processes and Council policies.
16.	Ensure appropriate order and presentation of all service materials and spaces.
17.	Assist in tracking and coordinating the instrument loan stock using appropriate administrative procedures as required.

18.	Participate in the efficient administration and work of the business team to ensure effective service delivery.
10.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
11.	To undertake any other duties relevant to the grade of the role including attendance at and completion of training relevant to the completion of the apprenticeship programme.

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
GCSE	General Education to GCSE standard with an A-C grade in English and Maths or equivalent standard	E
NVQ	Level 2 in Business & Administration or equivalent	D

Minimum levels of knowledge, skills and experience required for this job

<i>Identify</i>	<i>Describe</i>	<i>Essential/ Desirable</i>
<b>Knowledge</b>		
Understanding of customer care principles	Demonstrate track record of dealing with the public in a positive and sensitive way	D
Knowledge of effective communication principles	The ability to communicate using different mediums	D
<b>Skills</b>		
IT Skills	Understanding of Microsoft Word and Excel packages	E
Good interpersonal, listening and communication skills	Able to communicate effectively with others	E
Good organisational and administrative skills	Able to plan, organise and prioritise your workload	D
Have an understanding of how to meet targets and deadlines	Able to prioritise workload to meet deadlines whilst maintaining high standards	D
Numeracy	Ability to work with financial information and software	E
Resilience	Ability to work in a challenging and demanding environment	D
Positive approach to change	Able to approach change positively	E

Committed to ongoing personal and role development	Will be able to evidence personal development and commitment to achieving the apprenticeship qualification	E
<b>Experience</b>		
Experience of using spreadsheets, databases, word processors and a range of computer applications/software	Experience of Excel and other Microsoft software	E
Record Keeping	Ability to maintain accurate data	E
Communication	Ability to communicate both verbally and written	E
Equality, Diversity and Inclusion	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	