

**Arts, Culture and Libraries  
Redbridge Music Service**

**Business Manager  
Job Description and Person Specification**

## Job Description

<b>Job Title:</b>	Business Manager
<b>Service Area:</b>	Arts, Culture and Libraries
<b>Team:</b>	Redbridge Music Service
<b>Grade:</b>	VR10
<b>Hours/weeks:</b>	40 hours / 52.14 weeks
<b>Base location:</b>	John Savage Centre, Fencepiece Rd, Ilford IG6 2NB
<b>Reports to:</b>	Head of Music/Head of Teaching and Learning
<b>Responsible for:</b>	Admin Assistants, Receptionist, Facilities and Cleaning staff.
<b>Role purpose and role dimensions:</b>	<p>The post-holder will be expected to:</p> <ul style="list-style-type: none"> <li>• Be responsible for managing the non-teaching team and functions which supports the Music Service.</li> <li>• Lead a team providing the Customer Services function to schools and families.</li> <li>• Support the Head of Service/Head of Teaching and Learning in HR &amp; payroll matters.</li> <li>• Oversee the management of the premises on a day-to-day basis.</li> <li>• Support the Head of Music with budget monitoring and administration tasks</li> <li>• Ensure timely and accurate billing to customers, along with debtor monitoring.</li> <li>• Administer the Music Service Management System along with direct debit system in place for activities.</li> <li>• Support the Leadership Team to ensure the service runs efficiently and effectively</li> <li>• Within all of the above review and implement service improvements and efficiencies.</li> <li>• Liaise with central support service colleagues to implement company policies and procedures.</li> </ul>
<b>Key external contacts:</b>	Schools, families, customers and suppliers to the Music Service.

<b>Key internal contacts:</b>	RMS management and teachers, Vision RCL management, Other Vision employees such as finance and HR support, colleagues across Arts, Culture & Libraries.
<b>Financial dimensions:</b>	Responsible for own departmental budget of up to £300,000.  Support the Head of Music to monitor both the RMS and the Music Hub Budget up to £3,500,000.
<b>Key areas for decision making:</b>	Day to day operation of the premises. Manage the business element of the Music Service. Along with the Leadership team design and implementation of improvements and additional income generation in consultation with SLT.
<b>Other considerations:</b>	Occasional evening and weekend work may be required, for which TOIL will apply.

<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
The post-holder will have responsibility the following areas, delegating where appropriate.	<p>To manage the administration and support function for the Music Service, as directed by the Head of Music,</p> <p>To schedule the use of Music School accommodation.</p> <p>To contribute to the marketing of the Music Service, including website and social media channels, ensuring that content is up-to-date and accurate; working in collaboration with the Corporate Marketing Team.</p> <p>To be responsible for ensuring that the security of the building is maintained by liaising with caretakers to arrange opening and closing of the building, and portering duties as required.</p> <p>To ensure that company policies and procedures are followed.</p> <p>To oversee internal and external examination systems including liaising with ABRSM, Trinity College and any other exam boards.</p> <p>To ensure the timely ordering of supplies and services via the Company's eprocurement system and maintain appropriate records.</p> <p>To operate computerised systems, for example Agresso (financial management system), Microsoft applications, Music Service Management System</p> <p>To ensure that stock inventory records are in place and maintained</p> <p>To ensure effective building and equipment maintenance and servicing arrangements.</p> <p>To ensure that all payments and financial processes are carried out in accordance with Vision RCL procedures, including timely and accurate billing to schools and parents, managing direct debit, payment and invoicing arrangements</p>

<p>To ensure that the Music Service presents a professional image.</p>	<p>Supervising reception and admin staff and being the first line of escalation for complaints.</p> <p>Overseeing all communication to ensure a consistent approach to schools, parents and other stakeholders.</p>
<p>To provide administration and associated support on a day-to-day basis to the Head of Music and Leadership Team</p>	<p>Having an understanding of the work of the senior management team and supporting their administration needs, as agreed by the Head of Music, including monitoring teacher timetables, HR and finance administration, ensuring the service runs effectively and efficiently.</p>
<p>To manage the recruitment and appointment process for all new staff and to be involved in the interviewing and training of all administrative staff.</p>	<p>Liaising with HR and ensuring all procedures are followed. When new staff are appointed to your team ensuring they are supported to develop skills and understand the organisation.</p>
<p>To ensure that admin, technical and caretaking/cleaning staff are deployed effectively during hours the service is in operation</p>	<p>Having an overview of the all the non-teaching functions and ensuring effective support for all areas.</p>

### **General accountabilities and responsibilities**

The above-mentioned duties are neither exclusive nor exhaustive. From time to time the post holder will be expected to undertake any other responsibilities commensurate with the grade and post

#### **The job holder will be also expected to:**

To adopt Vision's Values and personal charter

Contribute to deliver Vision's Sustainability Strategy

Comply with GDPR legislation and Vision's Code of Conduct and maintain a high standard of personal conduct, including, honesty and integrity.

Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. A DBS will be required for all regulated positions.

Committed to fostering a positive and inclusive culture and upholding our values to build a diverse and inclusive workforce which is reflected in the services we provide within our communities

Provide customer service excellence

Responsible for own Health and Safety, those of your colleagues and service users

## Person Specification

<b>Job Title</b>	<b>Business Manager</b>	
Method of candidate assessment: A = Application Form    I = Interview    T= Test Weighting: Essential (E) - Desirable (D)		
<b>Disability Confident:</b> We guarantee an interview for anyone who has a disability as defined in the Equality Act 2010 and who meets “ <b>Essential</b> ” as a minimum job weighting criteria.		
<b>Selection Criteria</b>	<b>A - I</b>	<b>Weighting (E or D)</b>
<b>Education and Qualifications:</b> <ul style="list-style-type: none"> <li>• Possession of a business or project management related qualification i.e. Business administration diploma / Prince or demonstrable level of experience and competence</li> </ul>	A	E
<b>Experience:</b> <ul style="list-style-type: none"> <li>• Experience in budget management</li> <li>• Substantial experience in managing processes and procedures</li> <li>• Substantial experience in office management and administration</li> <li>• Able to work well as part of a team</li> <li>• Able to build relationships within and amongst service areas</li> </ul>	A/I A/I A/I A/I A/I	E E D E E
<b>Skills:</b> <ul style="list-style-type: none"> <li>• Organisational skills</li> <li>• Project management skills</li> <li>• Able to respond to queries and maintain a high level of professionalism with members of the public</li> </ul>	I I I	E E E
<b>Knowledge:</b> <ul style="list-style-type: none"> <li>• Advanced knowledge of excel and office packages</li> </ul>	A/T	E
<b>Other job requirements:</b> <ul style="list-style-type: none"> <li>• Able to use innovative and practical solutions in business management</li> <li>• Ability to manage time effectively, prioritise workload and work to deadlines</li> <li>• Able to work well under pressure</li> <li>• Able to work on own initiative and without supervision</li> <li>• Able to understand the importance and relevance of equal opportunities in the provision of services and amongst colleagues</li> <li>• Ability to supervise a team and to coach and support effectively so that new skills and systems are embedded in the organisation</li> <li>• Ability to manage conflict and provide effective leadership during a time of change.</li> </ul>	I I I I I I I	E E E E E E D