



## **JOB DESCRIPTION**

**Job Title:** Operations & Events Administrator

**Salary:** SCP 14 + OLA

**Contract:** 0.8 FTE (28.8 hours per week) / Fixed term – 9 months Maternity cover

**Accountable to:** Chief Executive

**Job Purpose:** To maintain effective and efficient office-based operational/administrative systems and to provide support for RMT events.

## **KEY RESPONSIBILITIES**

### **Operations**

#### Communication

Key tasks:

- To maintain good lines of communication with staff and clients, ensuring a high quality of customer care
- To assist in the circulation of information to staff, parents and schools
- To deal with communications from parents, pupils, schools, and teachers by phone and email

#### Instrumental tuition

Key tasks:

- To maintain and update approximately 3000 computer records containing information on students, schools and teachers
- To prepare and distribute timetables and registers to Associate Teachers
- To deal with pupil start-ups and withdrawals

#### Staff checks

Key tasks:

- To ensure all staff have an up-to-date DBS enhanced disclosure, keeping an accurate record of disclosure details and ensuring renewal every 3 years
- To provide schools with up-to-date DBS information relating to RMT staff
- To carry out reference checks on all new staff
- To process online safeguarding training for all staff and maintain accurate records of completion/renewal dates

#### Reports

Key Tasks:

- To oversee the distribution, return and sharing of annual pupil progress reports
- To deal with any related queries from teachers or parents

## **Events**

### Vocal events

#### Key Tasks:

- To assist the Development Manager (Vocal) with the organisation of the Primary Singing Festival/ Live at The Exchange, assisting in the preparation/distribution of relevant documentation
- To liaise directly with schools and parents regarding the administration of the events
- To deal with any queries from Associate Teachers
- To manage event ticketing, dealing with any queries
- To use canva to create promotional material as required
- Provide onsite support as part of the core team during event set up and delivery
- To manage front of house activity on performance days

### Instrumental events

#### Key Tasks:

- To work with the core team to ensure the effective administration/organisation/delivery of RMT instrumental events
- To provide onsite support as part of the core team during event set up and delivery as required

### General Administration

To undertake general administration tasks as required by the Chief Executive

## **PERSON SPECIFICATION**

### **Qualifications/ Experience**

- Maths & English GCSE grades A – C or equivalent
- Degree or equivalent professional qualification desirable
- Experience of using spreadsheets, word processing and databases
- Experience of organising and prioritising own workload
- Experience of dealing with customers/clients
- Experience of using design software (eg Canva) is desirable

### **Skills/ Abilities/ Knowledge**

- Ability to maintain computer-based records
- A good level of numeracy/confidence when dealing with numbers
- Ability to communicate with a wide range of people (including staff, parents, schools) both orally and in writing
- Ability to work as part of a team
- Ability to work on own initiative and take on responsibility when appropriate
- An understanding of the importance of providing high quality customer care and ability to demonstrate a strong commitment to delivering a high-quality service
- Ability to demonstrate an understanding of and commitment to equal opportunities
- Ability to demonstrate an awareness of GDPR and a commitment to comply with the RMT GDPR/Data Protection Policy

### **Other requirements**

- Willingness to work outside normal office hours occasionally to support RMT events
- The role requires a limited amount of contact with children and young people and the successful candidate will therefore be subject to an enhanced DBS check