

Administration Officer

Job Description

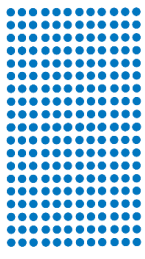
Our vision is a borough where music resonates along the corridors of every school and echoes throughout the community. A place of aspiration where every child has the opportunity to find their first notes, make progress and flourish as a young musician. The Administration Officer plays a significant role in overseeing the Foundation's Safer Recruitment and HR processes for its self-employed tutor workforce and supporting the administration and monitoring of its instrumental teaching programmes.

Job Title:	Administration Officer
Hours:	Part-time (0.8), 52 weeks per year including 28 days leave to be taken during school holidays (plus Bank Holidays)
Salary:	£24,000 (£30,000 FTE)
Reporting to:	Finance Director
Location:	Working from Merton Music Foundation Main Office (Merton Abbey Primary School, High Path, SW19 2JY) and remotely, by arrangement.

Job Purpose

- 1) To oversee the Foundation's Safer Recruitment processes, including maintaining its Single Central Record, and administer all contractual aspects of the management of the self-employed tutor workforce.
- 2) To support the effective administration of the Foundation's waiting list registration process for its programmes of activity.
- 3) To monitor attendance across the Foundation's activities and specific pupil groups, reporting on key trends and enabling prompt intervention and support.
- 4) To work as part of the Admin Team to deliver and develop the Foundation's back-office processes.





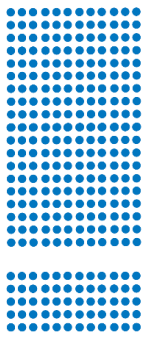
Main Duties and Responsibilities of the Post



- 1) To oversee the Foundation's Safer Recruitment processes, including maintaining its Single Central Record, and administer all contractual aspects of the management of the self-employed tutor workforce.
 - To maintain the Single Central Record of all staff, tutor and visitor DBS and vetting information, as required by the Foundation's Safer Recruitment Policy.
 - To monitor DBS renewal dates for all staff, tutors and volunteers and administer the ongoing process of applying for a new DBS for any persons that require this in a timely fashion.
 - To manage and administer the process of obtaining all necessary paperwork, professional references, and ID verification for newly appointed staff, volunteers and tutors. Including liaising with the Operations Director and Chief Executive and maintaining an accurate record of all information on the Foundation's database.
 - To liaise with the Chief Executive to issue written contracts for self-employed work to all new tutors in a timely fashion.
 - To be responsible for liaising with the Senior Leadership Team to actively develop and improve the Foundation's systems and processes regarding Safer Recruitment to ensure a 'water-tight' approach and operational efficiency.

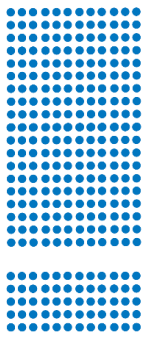
- 2) To support the effective administration of the Foundation's waiting list registration process for its programmes of activity.
 - To monitor applications to the waiting list on a daily basis, updating pupil records and allocating pupils to tutors when space becomes available.
 - To answer customer enquiries regarding their waiting list application by phone and email.
 - To contact customers to offer lesson spaces and update them as required.
 - Be responsible for ensuring systems are in place that mean all customers are kept adequately informed about the progress of their waiting list application.





- Liaise with the instrumental teaching workforce, schools and members of the Foundation's Middle Leadership Team regarding teaching capacity in schools, identifying areas where capacity could be increased and/or where pupil numbers may be at risk of falling so that appropriate action can be taken.
 - Support the Admin Team and Operations Director in ensuring that the Foundation's registration page and database are kept up to date and accurate regarding its provision in schools and Music Centres across the borough.
- 3) To monitor attendance across the Foundation's activities and specific pupil groups, reporting on key trends and enabling prompt intervention and support.
- Be responsible for developing and maintaining processes for monitoring and reporting on attendance across different activities and pupil groups, including funded and subsidised activity such as recipients of the Foundation's TEMPO Fund Discount Scheme.
 - Enable timely follow up and intervention as required in individual cases of regular pupil absence, as required.
 - Liaise with the Programmes Leader and Senior Leadership Team as necessary to support the effective use of the Foundation's resources and financial support, ensuring good attendance of pupils that are in receipt of funding.
 - Provide regular termly and half-termly attendance reports / data dashboards across all activity to the Senior and Middle Leadership Teams to support planning and programming decisions.
- 4) To work as part of the Admin Team to deliver a develop the Foundation's back-office processes.
- Support the Finance Director to implement the Foundation's Credit Control process, monitoring, recording and chasing late payments and making payment plan arrangements as required with individuals.
 - Support the team in answering the main MMF telephone, dealing with customer enquiries / complaints and providing advice and guidance as appropriate.





- Support the Admin Team in ensuring that the Foundation's database is kept accurate and up to date in relation to school, pupil, parent, tutor and staff information by adding, amending and deleting data as required based on changing circumstances.
- Provide administrative support to the Foundation's busy calendar of concerts, events and special projects as required. Including supporting at events outside of your usual working pattern from time-to-time (e.g. greeting guests, selling tickets, supporting with set up / pack down and pupil supervision etc).
- Working collaboratively as part of a dynamic team, following processes methodically and working under your own initiative as required.

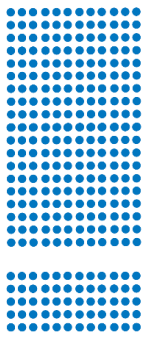
General Duties and Responsibilities

- To ensure the safety and wellbeing of the young people that Merton Music Foundation engages with through adhering to the Foundation's Safeguarding policy and procedures at all times.
- To attend regular team planning meetings.
- To cooperate with MMF in complying with relevant health and safety legislation, policies, and procedures in the performance of the duties of the post.
- To carry out the duties and responsibilities of the post in compliance with the Foundation's Inclusion Policy.
- To maintain confidentiality and observe data protection requirements
- To undertake any other reasonable duties as may be required by the Chief Executive commensurate with the general duties and grading of the post.

What We Can Offer You

- A supportive, collegiate organisational culture within a high-purpose working environment, with multiple opportunities to further your own continuous professional learning journey.
- Development opportunities within an ambitious and forward-thinking independent charity.
- Subsidised lesson / membership fees for MMF staff and their dependents.
- Free enrolment to company life insurance policy and access to the cycle to work scheme.
- Flexible working arrangements, including the opportunity to co-create your weekly timetable and ability to work remotely as appropriate via a robust cloud-based ICT system.





Person Specification

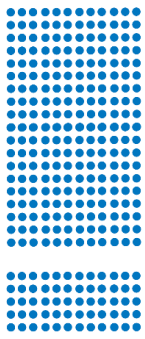
The ideal candidate will have:

- A proactive, detail-oriented, and organised approach to administration.
- Excellent people-skills and the ability to act as the friendly face/voice of the organisation. Previous experience in a customer-facing role is desirable.
- The ability to follow processes accurately and effectively.
- The ability to work under your own initiative and develop new systems/processes to improve efficiency.
- Excellent IT skill and digital competency, ideally including data handling / databasing experience (MMF uses 'Speed Admin' as its main database, previous experience of using this system is desirable, but not essential).
- The ability to work self-accountably and to a deadline.
- Good written and verbal communication skills.
- A passion for arts and music education and supporting access for all children and young people. Previous experience of working in a youth/education and/or arts/music setting is desirable.
- Willingness to work occasional weekends and evenings to support concerts / events.
- The ability to drive and access to own transport is desirable, but not essential.
- Evidence of Further / Higher education is desirable, but not essential. Evidence of at least Level 2 (GCSE or equivalent) qualifications in English and Maths is required.

Knowledge and Understanding

- Good understanding / use of Microsoft Office suite of programmes.
- Awareness of the Safeguarding requirements of schools, particularly in relation to Safer Recruitment (as outlined in 'Part 3: Safer Recruitment' of 'Keeping Children Safe in Education') and/or a willingness to undertake continuous professional development in relation to this in order to stay up to date with current developments.





How to Apply

We warmly invite all applicants to have an informal discussion about this role with our Chief Executive, Elisabeth, before making a decision to apply.

If you would like to do this, please contact Elisabeth directly to arrange a call:
elisabeth.wigley@mmf.org.uk

Submitting Your Application

Please take care to complete all sections of your application and refer in detail to how you meet the attributes and requirements outlined in this Job Description / Person Specification.

You will need to submit the following documents:

- **Your completed Application Form**
- **Your anonymous Self-Identification Form**

To ensure a fair and unbiased process, all Application Forms will be anonymised before being submitted to the selection panel.

Support and Accommodations

If you need any additional support or require accommodations to be made to complete your application, please contact us using the email address above.

Download the Forms

www.mmf.org.uk/admin-officer2024

Apply To:

jobs@mmf.org.uk

Deadline:

Friday 2 August 2024

