

# BENSLow MUSIC



**INSTRUMENT LOAN SCHEME  
PROGRAMME MANAGER**

# WELCOME

Thank you for your interest in becoming Benslow Music's new Instrument Loan Scheme Programme Manager. We are a music education charity with big ambitions to enable people of all ages and abilities to grow as musicians, find joy and create connections.

Benslow Music Instrument Loan Scheme occupies a very special place in our offer, with over 90 years of supporting young musicians to progress regardless of their financial background. We're excited about the future of the Scheme. This role will lead the delivery of the programme, working towards its growth and development, ensuring we have meaningful impact.

You would be joining a passionate, friendly and energetic team who are looking towards the future. We are bolstered by a supportive board of trustees, and specific committee of Loan Scheme Governors who bring a variety of experience.

We are implementing a new strategy that will take us to our centenary and beyond, laying the foundations for our next 100 years. We are looking for someone who can build on the excellent work achieved so far, deliver an excellent programme and work with the team, Head of Programmes and me to expand the reach and impact of the Scheme.

Benslow Music is a lively musical centre - it's spirit and joy are infectious. I hope you enjoy getting to know us and exploring the role.

We look forward to hearing from you, and if you'd like a conversation about the role, please get in touch.

Michael Duffy  
Chief Executive



# ABOUT BENSLOW MUSIC

We create music learning opportunities that empower people to grow, find joy and build connections.

## **Music learning for life**

We want music education to be a positive and meaningful part of everyone's life, whatever their background, age or ability. We know from experience that a life enriched by music brings adventure, fulfilment and self-discovery.

We believe individuals everywhere should have the chance to explore their unique musical potential and the joy, resilience and community it provides. Music is, after all, key to the human experience, and through our music learning, we empower individuals to cultivate the skills and communities that broaden perspectives and help shape a harmonious world.

## **Empowering young musicians**

We want young musicians to succeed no matter their background. Benslow Music Instrument Loan Scheme lends high quality string and woodwind instruments to talented young musicians aged 7-25 so that they can fulfil their potential and grow towards a career in music. Over 500 young people are supported by the scheme each year.

## **Education for everyone**

With over 150 short music courses each year, exploring classical, folk and jazz, we empower musicians of all levels to explore and fulfil their potential, whether as a beginner on the piano, or trying a new genre as a skilled string player.

Alongside, our series of concert showcases established and emerging artists in intimate concert hall settings.

## **An oasis of creativity**

Our beautiful location in Hitchin is a tranquil place of creativity, where practicing musicians and performances provide a daily soundtrack. It's a welcoming atmosphere powered by a supportive community that provides inspiration and encouragement.

Find out more at [benslowmusic.org](http://benslowmusic.org)



# OUR FUTURE PLANS

We're at the start of a strategic journey that will transform Benslow Music to be a more dynamic and impactful organisation. With our centenary in 2029 we want to ensure the next 100 years of music making and creativity.

We're paying close attention to the diversity of our programmes and who is able to join them. We want to evolve and grow what's on offer to provide learning experiences for a wider array of ages and abilities. In our Instrument Loan Scheme, this will include extending our reach even further to address barriers young people face in entering music education.

We're looking at how our campus can better meet our own and participants' needs both now and in the future. Accessibility is central to this, including being more open to our local community.

We're also transforming ourselves digitally, with a new website and new brand identity recently launched.

Benslow Music is in a moment of transition. A new Head of Programmes will be joining the team alongside the ILS Programme Manager, so there will be plenty of space to collaborate and design the programme's future.





## OUR VALUES

### **We are people-focused**

Everyone who comes through our door is welcomed into our Benslow Music community, where we strive for positive interactions and personal development for all.

### **We are collaborative**

We work together to find solutions and develop new ideas; we connect, inspire and support each other, no matter what our job title – we all pitch in when needed.

### **We are flexible**

We're agile, quickly responding to changing circumstances so that we always provide the best experiences for people, and can take advantage of opportunities.

### **We focus on growth**

The learning and growth we inspire through our programmes echoes through everything we do; we support others to flourish, and encourage ourselves to do the same - unafraid to change and adapt in order to thrive.

### **We are open**

We are a community, and we encourage conversation. We embrace and respond to feedback, communicating clearly and transparently wherever possible.

### **We are inclusive**

We believe in equity and fairness; we help people of all backgrounds and circumstances to feel empowered and thrive as part of our Benslow community.

# JOB DESCRIPTION

<b>Job Title</b>	Instrument Loan Scheme Programme Manager
<b>Department</b>	Programmes
<b>Reporting to</b>	Head of Programmes
<b>Line manages</b>	Instrument Loan Scheme Administrator, Luthier
<b>Key Relationships</b>	Internal: Head of Finance & HR, Marketing Manager, Development Manager, Chief Executive, BMILS Governors External: borrowers, parents/guardians, owners, donors, luthiers, teachers, music hubs, other arts and educational organisations
<b>Salary</b>	£30,000-36,000 dependent on experience
<b>Hours</b>	Full time (35hrs per week)
<b>Contract</b>	Permanent, at Benslow Music with hybrid working considered
<b>Benefits</b>	25 days holiday per annum, workplace pension scheme, plus further staff benefits

## Main purpose

- To lead the delivery of the Benslow Music Instrument Loan Scheme (BMILS) programme, ensuring smooth operation and successful client relations.
- To support the strategic development of BMILS
- To oversee the care, quality and growth of the BMILS instrument collection.
- To be an ambassador for BMILS, advocating for the scheme to aid growth and development.

## Main responsibilities

### Programme management

- Lead the successful management and delivery of the BMILS programme, ensuring that all aspects of the borrower and lender journeys are well designed and executed to a high standard.
- Facilitate successful client relations with borrowers and instrument lenders and donors.
- Relationship management and development with BMILS alumni, (potential) scheme ambassadors, partner organisations.
- Ensure that appropriate systems and practices are in place to support the effective management of the scheme, including accurate record keeping, and periodic reviews of key materials.
- Evaluate and review programme activity.
- Identify opportunities for BMILS, including the development of strategic partnerships for the scheme, working closely with the Head of Programmes

### **Instrument collection management**

- Oversee the management of the BMILS instrument collection.
- Identify and procure instrument stock, select and agree terms of stock for sale/auction, with support from the Luthier.
- Ensure that systems are in place to assure the safety, security and maintenance of all instruments, whether on loan, in transit or in stock.
- Negotiate and maintain appropriate insurance cover, obtain valuations as required and manage internal claims; advise on process of borrower claims.
- Agree necessary repairs with the Luthier and/or external restorers and owners where applicable.
- Ensure that there is excellent communication with borrowers and instrument lenders regarding their instruments.
- Plan and execute annual stock-take of BMILS inventory.

### **Finance management**

- Closely monitor the financial performance against income targets, and expenditure against agreed budgets.
- Support the preparation of annual budgets and reporting requirements by providing information to the Head of Programmes and Head of Finance & HR in a timely manner.
- Create and monitor budgets for specific projects, ensuring good value for money.

### **Marketing & Development**

- Work closely with the Marketing Manager to support effective marketing and communications activities at Benslow Music, including promotion of BMILS to the wider sector and potential clients.
- Work closely with the Development Manager to support and provide specialist knowledge and information for fundraising initiatives, applications and reports, including the BMILS Friends.
- Advocacy and promotion of BMILS to the wider music education community and other relevant sector networks, representing Benslow Music at events as required.

### **General management**

- Contribute to the strategic development of the programme, working closely with the Head of Programmes and Chief Executive
- Prepare reports on BMILS activity as required.
- Line management, ensuring strong performance of team members, supporting professional development and providing regular feedback and appraisal.
- Ensure appropriate safeguarding measures are in place for all programme activity, working with the Head of Programmes as Designated Safeguarding Lead.
- Act as project manager for specific project or initiatives as required.

## **General**

- All Benslow Music staff are expected to:
- Uphold the values of Benslow Music.
- Contribute to a positive and productive working culture.
- Uphold and demonstrate through their work a commitment to equality, diversity and inclusion.
- Act as an ambassador for Benslow Music when interacting with other organisations and members of the public.
- Comply with Benslow Music's policies, particularly its Health and Safety and Equality, Diversity and Inclusion policies.
- Undertake other duties as may reasonably be required from time-to-time to support the work of Benslow Music.

# **PERSON SPECIFICATION**

We are looking for someone who offers an extensive balance of the following skills and attributes. The successful candidate will need to demonstrate real evidence of ability to fill the role effectively.

Benslow Music is open to all and we value the varied skills of everyone. We are an equal opportunities employer and we are committed to championing equality, diversity and inclusion in our workplace, so if you feel you are a suitable applicant, we encourage you to apply whatever your age, disability, religion or belief, sexual orientation, socio-economic background, gender, gender identity or race.

Applicants must have the right to live and work in the UK. Please note, appointment to this role will be subject to a basic Disclosure & Barring Service (DBS) check.

	Essential	Desirable
<b>Experience &amp; Qualifications</b>		
Experience of programme and project management	✓	
Experience in delivering music or music education projects	✓	
Experience working with young people		✓
<b>Skills</b>		
Strong administrative and organisational skills with the ability to plan, implement and manage multiple workstreams and deadlines successfully.	✓	
Excellent people and line management skills	✓	
Excellent communicator, including written and verbal skills.	✓	
Excellent relationship management skills with both individuals and partner organisations.	✓	
Contract management and negotiation skills.	✓	
Budget management and planning.	✓	
Strong IT skills, particularly with Microsoft Office.	✓	
<b>Knowledge</b>		
Understanding and appreciation of Benslow Music's mission and values and commitment to the organisation's continued development.	✓	
Breadth and depth of musical knowledge to be credible with a wide range of stakeholders (borrowers, teachers, instrument lenders etc).	✓	
Understanding of music education for young people, including structures, systems, opportunities and challenges.	✓	
Understanding of and demonstrable commitment to equality, diversity and inclusion.	✓	
Knowledge and understanding of string instruments		✓
Understanding of Health & Safety and Safeguarding requirements and compliance relevant to running music education programmes.		✓
Good networks and connections in the music/music education sector.		✓
<b>Qualities</b>		
A self-starter with an excellent eye for detail, and the ability to work flexibly responding to business priorities.	✓	
Good problem solver.	✓	
Strong collaborator.	✓	
Able to work with discretion and diplomacy.	✓	
Able to work autonomously with good judgement.	✓	
Interest in people and the willingness to network widely.	✓	

# HOW TO APPLY

To apply please email your application to [ria.humphrey@benslowmusic.org](mailto:ria.humphrey@benslowmusic.org) (Subject line: ILS Programme Manager application). You will need to include:

- A CV detailing your relevant experience and skills.
- A cover letter (max 2 sides of A4) explaining why you are interested in this role at Benslow Music and showing how you meet the person specification.
- A completed equality and diversity monitoring form (available via the job page on our website).

Benslow Music aims to be an inclusive organisation, as well as the application materials, we ask applicants to complete our equality and diversity monitoring form to help us monitor our work in this area. These details are collected and stored independently to your application and cannot be traced back to you.

If you have any questions regarding the role or application process, please email: [ria.humphrey@benslowmusic.org](mailto:ria.humphrey@benslowmusic.org).

We are keen to ensure that our recruitment process is accessible to everyone. If you have any access requirements or barriers to application, please email [ria.humphrey@benslowmusic.org](mailto:ria.humphrey@benslowmusic.org) to discuss how we might make reasonable adjustments to the process.

**Closing Date:** Monday 2 March 2026, 12pm

**Interviews:** week of 9 March 2026, tbc

Please note, the closing date is a guide only and applications may be closed early if we receive a high number of submissions. We advise you to submit applications as early as possible to avoid disappointment.