



Arts, Culture and Libraries

Music Development Manger

Job Description and Person Specification

Job Description

Job Title:	Music Development Manager
Service Area:	Culture and Libraries
Function:	<p>To identify and lead service development opportunities to increase take up, access and diversity across music services</p> <p>To lead business administration for Redbridge Music Service, working with funders, schools, families and the RMS admin team to improve and monitor income generation and customer service.</p>
Team:	Redbridge Music Service.
Post number:	CL
Grade:	VR12
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	40
Base location:	John Savage Centre
Reports to: <i>Job title</i>	Head of Music Service
Responsible for: <i>Job titles of direct reports</i>	<i>Administration and Instrument Centre Teams</i>
Role purpose and role dimensions: <i>Overview of the job</i>	<p>The post-holder will be expected to:</p> <p>Work with the Head of Music Service to develop the business model of the Music Service. Improving, access, customer service and additional income generating activities.</p>
Key external contacts: <i>Organisations</i>	Schools, families, customers and suppliers to the Music Service.
Key internal contacts: <i>Job titles or groups of staff</i>	<p>The Head of Music Service, Heads of Department and Teachers. Other non-teaching members of the Music Service.</p> <p>You will work closely with the Service and Development Managers across Vision's wider culture and leisure portfolio, as well as our corporate colleagues in HR, Finance and Marketing</p>

Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Along with the Head of Music Service to monitor the Music Service Budget up to £2,500,000
Key areas for decision making:	Manage the business element of the Music Service.
Other considerations: <i>E.g. working patterns</i>	Occasional evening and weekend work is required to support concerts, activities and residential trips

Key accountabilities and result areas:	Key elements:
<p>The post-holder will have responsibility the following areas, delegating where appropriate.</p>	<ul style="list-style-type: none"> • Support the Head of Service to have an overview of financial aspects of the Music Service ensuring that schools and families are billed accurately, and payments are collected promptly. • Liaise with school music departments to monitor the Service Level Agreement and increase take up. • Manage the premises on a day to day basis • Implement and oversee the update to the database • Prepare data reports including reporting requirements for Arts Council England and other funders. • Lead on fundraising bids and relationship with regular funders such as London Music Fund / Jack Petchey. • Develop and oversee the communication strategy to promote services and events. • Within all of the above review and implement service improvements and efficiencies. • Identify a range of new service initiatives to generate income throughout the year, and increasing access to music and diversifying our offer. • Identify external funding opportunities, including grants, sponsorship and philanthropy and managing the associated monitoring and reporting requirements.

<p>To ensure that the Music Service and Music Education Hub present a professional image.</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Supervising reception and admin staff and being the first line of escalation for complaints. • Overseeing all communication to ensure a consistent approach to schools, parents and other stakeholders. • Lead of service marketing and communications, in liaison with the corporate marketing team
<p>To ensure that all payments and financial processes are carried out in accordance with Vision RCL procedures.</p>	<p>This will involve:</p> <p>Having an overview of all financial procedures and ensure robust financial recording and management processes are in place, working with the corporate finance team.</p>
<p>To support the HR department in relation to all Music Service Staff</p>	<p>This will involve:</p> <p>Managing procedures such as ensuring all staff have an up to date DBS and that sickness and other related policies and procedures are followed. Keeping leave records and ensuring there is adequate cover for absences.</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>This will involve:</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>This will involve</p> <p>Having an overview of the all the non-teaching functions and ensuring effective support for all areas.</p>

General accountabilities and responsibilities

Green Statement	This will involve: <ul style="list-style-type: none">▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Company/Council’s commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
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Data Protection/Confidentiality	This will involve: <ul style="list-style-type: none">▪ Complying with the Data Protection Act and General Data Protection Regulations – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Company databases and systems. Any breaches could result in disciplinary measures.▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
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Conduct and Whistleblowing	This will involve: <ul style="list-style-type: none">▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
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Safer Working	This will involve: <ul style="list-style-type: none">▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Company will require a DBS Disclosure check and references will be taken up prior to interview.
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Equalities	This will involve: <ul style="list-style-type: none">▪ Complying with the Company’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote all relevant policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
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Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services, ensuring Vision’s values and embraced and adopted
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.

Person Specification

Post Number:		Job Title:	Music Development Manager			
<i>Method of candidate assessment: A = Application form I = Interview T = Test.</i>				A	I	T
Minimum education/ qualifications:	Possession of a business or project management related qualification i.e. Business administration diploma / postgraduate or demonstrable level of experience and competence					
Minimum experience/ knowledge/ skills:	Experience in budget management Substantial experience in managing processes and procedures Substantial experience in office management and administration Advanced knowledge of excel and office packages Organisational skills Project management skills					
Minimum competencies: <i>Customer focus</i>	Able to respond to queries and maintain a high level of professionalism with members of the public					
<i>Communicating and influencing</i>	Able to respond to queries and maintain a high level of professionalism with members of the public					
<i>Building relationships, working together and in partnership</i>	Able to work well as part of a team Able to build relationships within and amongst service areas					
<i>Respecting & implementing diversity</i>	Able to understand the importance and relevance of equal opportunities in the provision of services and amongst colleagues					

<i>Planning, organising & achieving results</i>	<p>Able to use innovative and practical solutions in business management</p> <p>Ability to manage time effectively, prioritise workload and work to deadlines</p> <p>Able to work well under pressure</p> <p>Able to work on own initiative and without supervision</p>			
<i>Embracing change</i>	<p>Ability to embrace new systems and to seek improvements to customer service and efficiency.</p>			
<p><i>For those with managerial responsibility</i> <i>Leadership</i></p>				
<i>Managing and developing people</i>	<p>Ability to supervise a team and to coach and support effectively so that new skills and systems are embedded in the organisation</p> <p>Ability to manage conflict and provide effective leadership during a time of change.</p>			
Technical competencies:				
Special conditions:				
Signature of Employee:	Name:	Date:		