

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Music Resources Lead
Grade	PS8	Reports to (role title)	Operations and Finance Senior Lead
		Directorate/School	Resources
JE Band	269-313	Service/Department	Surrey Arts
		Date Role Profile was created	Nov-24

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To manage the service's music resources, including instruments, equipment, and music ensuring effective systems and policies are in place for storage, stock management, audit and timely hire of music resources to stakeholders.
Work Context	Surrey Arts is part of SCC's Cultural Services team which sits within the Resources directorate. The post will be part of the Surrey Arts Business Operations Unit, which is dedicated to carrying out business and operational functions to support the service in delivering art projects and music education services. The postholder will need to work in a flexible and supportive manner with both Surrey Arts staff and colleagues in other council departments/teams. Surrey Arts aims to increase people's interest and participation in the arts throughout Surrey. In partnership with other organisations, Surrey Arts offers support, tuition and advice to people the following areas: music; singing, choirs and vocal groups; drama; dance; visual and performing arts. The office for Surrey Arts is The Pines, located in Guildford. The role is venue centric and as such, the postholder will need to work predominately at The Pines. Travel throughout the county may be required and the postholder may need to undertake occasional evening/weekend working, which is planned in advance.
Line management responsibility if applicable	Line management of staff assisting with music resource administration and instrument repair. Supervision of volunteers.
Budget responsibility if applicable	Responsible for project budgets only. No formal budget management responsibility

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. Service Delivery • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. Planning & Organising • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. People Management Either: • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. And/Or: • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	Good musical knowledge including the ability to read music and knowledge of music resources, including acoustic, electric and digital instruments, equipment and sheet music. Experience of stock management, digital inventory systems and instrument maintenance including undertaking lower level repairs, and identifying when specialist repair is required. An understanding or willingness to learn cataloguing music / maintaining a music library.

Role Summary	Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.
Reference Number	BM-2025-105

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