

Music Service Administrator

Recruitment Pack (November 2025)



Music is an essential part of every young person's education, building children's confidence, creativity, cultural capital, and other transferable skills which underpin success across the curriculum. Providing access to exciting performance opportunities and diverse progression routes, One Education will ensure every child is able to achieve their full potential in music and beyond.

Overview

One Education Music is the leading Music Education provider to schools in Manchester, supporting 98% of Manchester's schools through a range of services to Manchester's children and young people and supporting the city's music education workforce.

Our services include a full range of music tuition across all instruments (including 121, small group, Whole Class Ensemble Tuition, and ensembles), curriculum support, events, staff/sector CPD, primary/secondary networks, instrumental loan service and a range of bespoke services.

In 2024/25, One Education Music delivered directly in 130 schools, providing a total of 610 hours per week of musical activities, engaging with 27,000+ young people annually.

In addition to delivery in school settings, One Education Music runs 6 Music Centres, attended by 900+ pupils annually, strategically placed across the city. A wide range of music genres are available including Irish, Eastern-European, Afro Caribbean Steel Pans, Music tech/production, Rock, Folk, Jazz, Big Band and Western Classical. As well as individual and small group tuition there are a wide range of ensembles offering progression routes for all genres.

One Education Music employs 50+ Music Instructors working peripatetically across schools and music centres, ensuring a consistent, flexible and skilled music education workforce is sustained in the city. The team is led by an experienced Senior Leadership Team of 5, and supported by a music business support team as well as support from a range of One Education services (including HR & payroll, IT, Marketing, Safeguarding and Governor Services). All members of One Education's workforce undergo enhanced DBS checks, regular safeguarding training, quality assurance visits, as well as having access to regular Continued Professional Development provided in line with staff/service needs.



Job Description – Music Service Administrator

Part Time, Permanent Position working 35 hours per week for 42 weeks of the year (0.93 Contract)

Salary: £22,320 - £24,180 (£24,000 - £26,000 fte)

Benefits: Membership of Local Government Pension Scheme, One Education Employee Benefits (inc. CPD and Wellbeing Support), potential for hybrid working (following probation period).

Location: Alexandra House, 133 Moss Ln E, Hulme, Manchester M15 5GX (with some off-site work as required in schools/centres). The post holder will report to the Music Business Manager.

Key Role Descriptors

The role holder will act as a key member of the team in the provision of a quality, value-added business support and administration for the service as required.

The post holder will provide high quality, customer focused, flexible and timely business support directly contributing to the achievement of objectives of One Education's Music Service, ensuring that customer needs are met promptly and effectively.

The post holder will support with the administration, maintenance and monitoring, of effective management information systems and business support initiatives to meet the needs of the service, its customers and the organisation as a whole.

The post holder will effectively coordinate project work and lead on specific work streams to support the delivery of a high-quality service.

Key Role Accountabilities

- Operational and day-to-day responsibility for supply staff including the deployment of staff in response to specific needs of customers and service areas, processing of information to ensure correct payment of wages and acting as the initial point of contact for any issues that may arise.
- Responsible for the collection, collation and production of accurate data and management information to support the needs of the service. This includes information relating to pupils, customers, employees, provision feedback, orders and finances and payments and facilitating analysis of the data.
- Act as the first point of contact for both internal and external customers, responding efficiently to a wide range of queries with tact and diplomacy and escalating when appropriate within agreed timescales. This will include dealing with complaints and challenging conversations.
- Assisting senior management with the administration of events and concerts, or other aspects of service delivery as required.
- Assisting in the administration of the Music Centre Program; collating information to ensure the enrolment and payment process, providing support and information to Centre Leaders to ensure the smooth running of the program and contributing to safeguarding procedures.
- Procure and order equipment and specialist resources in line with procedures, budgets and agreed timescales, collecting quotations.
- Liaise with staff, schools and individual customers to ensure accurate communications about service delivery including absence, cover and continuity.
- Be responsible for the management of staff absence; arrange matched cover for pre-planned and short notice absences and recording of absences on the appropriate systems.

- Assisting with marketing and communication, including administration of comms with schools/customers (e.g. social media/newsletter).
- Working closely with the finance team/Music Business Manager, keeping up to date records of payment information received from both the finance team and direct payments made at music centres and provide updates when required.
- Work collaboratively with colleagues and stakeholders to enhance the role of business support/administration throughout the service, providing cover and flexibility where required.
- Personal commitment to continuous self-development and service improvement.

Where the post-holder is disabled, every effort will be made to fully supply all the necessary aids and adaptations or equipment to allow them to successfully carry out the full duties of the job. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

Person Specification

For this job we are looking for:

- Ability to plan and prioritise own workload and meet deadlines within fixed, sometimes conflicting, timescales.
- Excellent IT skills, including word processing, databases, spreadsheets, and internet /intranet email.
- High level written, oral and listening communication skills for effective interaction with external contacts including customers, colleagues, parents/carers and young people.
- Analytical and problem-solving skills and the ability to identify practical solutions.
- Ability to adapt to challenging situations and people and respond appropriately using negotiation and influencing skills to achieve objectives.
- Knowledge and experience of music education initiatives and terminology although beneficial is not essential.
- Knowledge, experience and understanding of safeguarding procedures.
- Basic knowledge and understanding across a range of social media platforms

Personal Style and Behaviour:

- Self-motivation, organisation, and an ability to complete tasks to required timescales and quality standards.
- Tact and diplomacy in all interpersonal relationships with external contacts and colleagues at work to establish and maintain positive relationships with both internal and external stakeholders.
- Personal commitment to excellence in service delivery.
- Flexibility to adapt to changing workload demands and new organisational challenges.
- Desire to pursue own personal development and take full advantage of training provided.
- Willingness to consent to and apply for an enhanced DBS check.