



Job Description

Administrator (Summer School) Chetham's School of Music and The Stoller Hall

Responsible To: Creative Commercial Director, The Stoller Hall

Hours of work: 25 hours a week, salaried, with option for additional hours via ad hoc timesheets.
Mostly weekday daytime, as well as some evenings and weekends and additional hours during the Summer School itself.
Hours worked need to generally cover Tues-Thurs Lunchtime Concerts during School term time.
This role is a job share with the other Administrators and includes some event stewarding.

CONTEXT:

Chetham's is a unique cultural institution and charity in the heart of Manchester combining music, education, and heritage.

We are home to three extraordinary places – Chetham's School of Music, Chetham's Library, and The Stoller Hall – and we are united by one clear vision which is to bring people together.

We believe in the power of music and creativity to unite people, and we are committed to educating and inspiring the next generation of musicians and thinkers.

We are driven by our values to make music and education more accessible, to enrich the lives of people in Manchester and beyond, and to improve health and wellbeing through the magic of music and learning.

We're embracing our roots and opening the doors to our world-class facilities and collections to make a positive, long-lasting impact on local communities.

The Summer School Administrator works across the full span of Chetham's School of Music and The Stoller Hall teams, providing a breadth of flexible and creative support to ensure the successful delivery of Chetham's Summer School and The Stoller Hall's renowned events programme.

You will be proactive, well organised and diligent, with an interest in and commitment to musical education and live music performance, and will want to work in and support a likeminded team.

PURPOSE:

The Administrator is part of a small team of Administrators, providing support across a variety of functions. Specifically, this role focusses on the administration surrounding the functioning of the Summer School which is an annual residential course open to young musicians of grade 4 and above, aged 11-17 years old, across orchestral, vocal and piano disciplines - hosted in the world class facilities of Chetham's and The Stoller Hall.

The Summer School is designed to give young musicians a week of fun musical adventure, leaving them with life-long friendships and a fuelled passion for playing live music together.

The role also offers a blend of generalist administration support and cover for the other two administrators, including supporting the delivery of our series of free weekday Lunchtime Concerts in the Carole Nash Hall as an event steward and Door Supervisor (SIA training will be provided).

The post holder will support the team with the planning and delivery of the Summer School and other events, carrying out a variety of administration functions, and will undertake their duties with reliability, accuracy and a meticulous eye for detail. The post holder will be keen to develop and progress, and will have the opportunity and be expected to get involved in all aspects of running events.

They will be flexible in their working pattern and be a core member of the front of house event delivery team, available to support as needed during daytime, evening and weekend event shifts.

The role can expect a weekly division of duties to be along the lines of:

- 40% Summer School administration
- 40% Events delivery, primarily weekday lunchtime concerts
- 20% Other administration to support events delivery

KEY RESPONSIBILITIES:

We are seeking an exceptional individual with excellent organisation skills, who will systemise, project manage and deliver the Summer School. This will be a challenging role, which will need to bring together multiple internal stakeholders and balance educational aspirations alongside tangible practical considerations.

Responsibilities will vary dynamically to respond to the needs of the organisation, and will include (but are not limited to) the following:

Summer School Administration

- Coordinating online applications for the Summer School. This will include vetting enquiries and applications, administrating payments and collating information about applicants.
- Acting as the central point of contact for all external and internal enquiries for the Summer School. This will encompass communication with students and parents, staff and visiting artists.
- Taking the lead in booking, scheduling and managing the activities of the Summer School. This will include all aspects of internal recruitment for staff, rooming and diary management and all logistical planning for activities (ranging from sports and cinema trips, to orchestral and rehearsal scheduling).

- Liaise across the organisation to ensure that all parties are fully briefed and prepared for the delivery of the Summer School. This will cover all areas of delivery, from the workloads and scheduling of our Domestic staff, to catering, pastoral teams. musical and extra-curricular activities.
- Ensure all material resources are acquired and correct performance licences are in place as required.
- Working with the communications teams to ensure the Summer School is appropriately marketed and reaches its target audience in a timely fashion.
- During the immediate run-up to and during the Summer School itself, being the main on-the-ground co-ordinator of all logistics and trouble shooting. This may also include concert/performance support and back-stage duties as required.
- Ensure a safe and fun environment for participants, including working closely with the Summer School Pastoral Lead, designing and delivering extra-curricular activities.
- Take on limited line-management of ad hoc runners/temporary administrator roles if required during and preceding the Summer School itself.
- Ensure all financial administration is completed in accordance with Chetham's standards of operation. Invoice processing and accurate record keeping will be expected alongside ability to work to and within budgets.
- Provide comprehensive evaluation, feedback and general round-up of the Summer School in the 'post event' stage. You should expect to also feed candidly into any mechanisms for future planning and ongoing sustainability of the project including recommendations for review of processes.
- Prepare for the planning and roll out of future Summer Schools and advise on responses to feedback and features for development/expansion.

Event Delivery:

- Provision of daytime and evening box office phone and counter service, alongside the team of casual event staff.
- Working as part of the front of house team to deliver events under the Duty Manager's supervision.

Other Administration:

- Support the other two administrators in fulfilling their duties. One of the roles takes the lead on general venue administration, the other on the Haworth Emerging Artists scheme.

GENERAL RESPONSIBILITIES

The Administrator will:

- Work in a collegiate and supportive fashion and seek to maintain the close team working environment of Chetham's and The Stoller Hall
- Input into the overall curation of the artistic programme and outward facing educational activities, engaging in discussion and evaluative feedback on the programme of events
- Uphold and champion Chetham's twin priorities of Environmental Sustainability and Equality, Diversity and Inclusivity principles

- Offer proactive contributions towards creative engagement, audience development and marketing ideas/ processes
- Promote Chetham's in a positive and professional manner at all times
- Display a flexible "can do" approach which will enhance Chetham's wider reputation
- Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document)
- Undertake any training necessary to meet the requirements of the post
- Adopt a flexible approach to working hours as required by the business
- Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary
- Be open to new ideas, understand the need for change and be willing to adapt
- Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences
- Be responsible for his/her personal presentation, health and physical fitness
- Maintain a high level of attendance
- Take all possible steps to ensure a safe working environment for self and others

PERSON SPECIFICATION

Essential

- Suitability to work within a School environment
- A 'starter finisher' mentality: able to see deliverables through from inception to delivery and review
- Experience of working in an office-based environment
- Experience of responsibly undertaking administrative tasks
- Scrupulous attention to detail, ensuring accuracy across all pieces of work
- Awareness of staff expectations and stakeholder management
- Good understanding of and enthusiasm for music and performance across all genres, particularly classical
- Superb inter personal and customer service skills and ability to communicate in a calm and positive manner with a range of audiences, whether in person, by telephone or by email
- Highly organised and motivated, able to work to multiple deadlines and to prioritise workloads calmly and effectively
- Ability to work confidently across a range of standard PC software and venue-specific systems
- Total commitment to quality in every aspect of the role
- Commitment to personal and organisational improvement and development
- Willingness and ability to work unsocial/weekend hours as required

Desirable

- Experience working in an educational, concert venue and event environment
- Experience of working in a similar or related position
- Specific knowledge and awareness of general HR and safer recruitment procedures
- Experience of Artifax event management software and deputy staff rota-ing software
- Experience producing documents and reports and delivering in person and in written communication

- A genuine interest in improving and developing systems and processes across the organisation
- An interest in programming and artistic curation
- Front of house experience, working at concerts, performances, corporate events and conferences

CHILD PROTECTION AND SAFEGUARDING CHILDREN

The post holder will be required to obtain clearance via Chetham’s from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham’s in relation to child protection and safeguarding.

The post holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham’s Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham’s, s/he must report any concerns to Chetham’s Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham’s is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham’s recognizes the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee’s name

Employee’s signature

Date