

JOB DESCRIPTION

Job Title: Operations, Media & Events Administrator

Salary: SCP 14 – 17 + OLA

Contract: Full time (36 hours per week)

Accountable to: Chief Executive

Job Purpose:

To maintain effective and efficient office-based operational/administrative systems and to elevate RMT's presence across a range of social media platforms. To provide support for RMT events.

KEY RESPONSIBILITIES

Operations

Communication

Key tasks:

- To maintain good lines of communication with staff and clients, ensuring a high quality of customer care
- To assist in the dissemination of information to staff, parents and schools
- To deal with communications from parents, pupils, schools, and teachers by phone and email

Instrumental tuition

Key tasks:

- To maintain and update approximately 3000 computer records containing information on students, schools and teachers
- To prepare and distribute timetables and registers to Associate Teachers
- To deal with pupil start-ups and withdrawals

Staff checks

Key tasks:

- To ensure all staff have an up-to-date DBS enhanced disclosure, keeping an accurate record of disclosure details and ensuring renewal every 3 years
- To provide schools with up-to-date DBS information for all teachers at their school
- To carry out reference checks on all new staff
- To process online safeguarding training for all staff and maintain accurate records of completion/renewal dates

Reports

Key Tasks:

- To oversee the distribution, return and sharing of annual pupil progress reports
- To deal with any related queries from teachers or parents

Media

Website / Digital Media

Key tasks:

- To regularly update RMT social media content and ensure that this is adequately reflected on the RMT website
- To actively seek and consider additional social media opportunities from which RMT would benefit
- To regularly monitor, and where appropriate engage with, the social media content of external organisations relevant to RMT
- To assist in the updating of website content as required
- To liaise with teachers and ensemble leaders regarding publicity of specific events/dates

Events

Vocal events

Key Tasks:

- To assist the Development Manager (Vocal) with the organisation of the Primary Singing Festival/ Live at The Exchange, assisting in the preparation/distribution of relevant documentation
- To liaise directly with schools and parents regarding the administration of the events
- To deal with any queries from Associate Teachers
- To manage event ticketing, dealing with any queries
- To create fliers/programmes/promotional material as required
- Provide onsite support as part of the core team during event set up and delivery
- To manage front of house activity on performance days

Instrumental events

Key Tasks:

- To work with the core team to ensure the effective administration/organisation/delivery of RMT instrumental events
- To provide onsite support as part of the core team during event set up and delivery as required

General Administration

To undertake general administration tasks as required by the Chief Executive

PERSON SPECIFICATION

Qualifications/ Experience

- Maths & English GCSE grades A – C or equivalent
- Degree or equivalent professional qualification desirable
- Experience of using spreadsheets, word processing and databases
- Experience of using design software (eg Canva) is desirable
- Experience of organising and prioritising own workload
- Experience of dealing with customers/clients

Skills/ Abilities/ Knowledge

- Ability to maintain computer-based records
- A good level of numeracy/confidence when dealing with numbers
- Ability to communicate with a wide range of people (including staff, parents, schools) both orally and in writing
- Ability to work as part of a team
- Ability to work on own initiative and take on responsibility when appropriate
- An understanding of the importance of providing high quality customer care and ability to demonstrate a strong commitment to delivering a high-quality service
- Ability to demonstrate an understanding of and commitment to equal opportunities
- Ability to demonstrate an awareness of GDPR and a commitment to comply with the RMT GDPR/Data Protection Policy

Other requirements

- Willingness to work outside normal office hours occasionally to support RMT events
- The role requires a limited amount of contact with children and young people and the successful candidate will therefore be subject to an enhanced DBS check