

| | |
|------------------------------|---|
| JOB TITLE | Learning Programme and Venue Assistant |
| REPORTS TO | Head of Learning Programme/Learning Programme Manager, Head of Facilities |
| RESPONSIBLE FOR | n/a |
| KEY RELATIONSHIPS (Internal) | CEO, COO, Head of Facilities, Venue Manager, Duty Managers |
| KEY RELATIONSHIPS (External) | Community and Learning Partners, Freelance Project Leaders |
| SALARY | £20,080 p/a |
| HOURS | 37.5 hours per week inc. evening and weekend working |
| HOLIDAY ENTITLEMENT | 28 days p/a including bank holidays |
| PERIOD OF CONTRACT | Permanent |
| PROBATIONARY PERIOD | 3 months |
| NOTICE PERIOD | 4 weeks |

SUMMARY

A support role at a busy live music venue and educational facility, this post will provide administrative assistance to the Learning Programme and support the day-to-day operation of the building. The newly expanded venue benefits from purpose-built, enhanced learning and participation facilities in its first floor 'World of Music' suite.

The Learning Programme and Venue Assistant will work closely with the Head of Learning to ensure all necessary admin tasks are completed and the programme delivered smoothly. They will also be the point of contact for the daytime usage of the venue/learning and participation facilities, welcoming visitors and ensuring a pleasant, efficient service for both in-house and external learning providers and participants.

KEY TASKS

- Developing a broad understanding of the learning programme
- General admin support to the Head of Learning and Head of Facilities
- Coordinating the learning programme diary
- Responding to learning programme enquiries and directing emails to the correct person
- Managing DBS checks
- Liaising with schools about dates, requirements, and DBS checks
- Handling bookings of in-venue school days

- Using Band on the Wall’s operational database and ensuring all relevant learning programme information is entered
- Dealing with participant registrations
- Sending confirmation email and reminders to schools, partners, freelancers, and participants
- Preparing spaces within the venue for activities
- Preparing refreshments
- Greeting participants and showing them to the relevant spaces
- Undertaking basic health and safety housekeeping requirements for visiting parties where necessary
- Being a welcoming presence for participants and parents at the venue
- Ensuring the smooth running of venue learning activities, dealing with problems as they arise
- Ensuring safeguarding standards are met in all activities
- General office admin duties including maintaining and ordering office supplies and distributing post
- Receiving general Band on the Wall enquiries and forwarding to the appropriate department

PERSON SPECIFICATION

The ideal candidate will be a personable self-starter with a keen eye for detail and an enthusiasm for live music and music-based learning.

| ESSENTIAL | DESIRABLE |
|--|---|
| Proficiency in Microsoft Office suite including Excel and Word | Basic understanding of safeguarding |
| Administrative experience | Experience of using digital databases and booking systems |
| Strong verbal and written communication skills | |
| Commitment to inclusivity, equality and diversity | |

Review Arrangements

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

The post will be reviewed at three months, a further probation period may be required, if this is the case the post holder will be informed in writing after the review.

This post is subject to enhanced DBS checks. The successful candidate will be required to hold an enhanced DBS certificate. This can be applied for through Inner City Music Ltd in the instance of a successful application. Should the candidate be considered unsuitable following a DBS check, the offer of employment may be rescinded.

Band on the Wall is founded on the principles of equity, equality, diversity and inclusivity. All job applications will be given equal consideration and we particularly welcome applications from black and minority ethnic and LGBTQ+ candidates, and those with disabilities, as these groups are underrepresented in our sector.

Please note that racist / sexist and any other intolerant actions or language will not be permitted by the organisation and would be seen as completely inconsistent with our company philosophy.

Band on the Wall is a Disability Confident Committed Employer. If you are disabled and your application meets the minimum criteria for the post, we guarantee you an interview.

Deadline for applications: Monday 8th August 9am

Informal Interviews: Thursday 11th and Friday 12th August