



BRIGHTON DOME & FESTIVAL LTD

JOB DESCRIPTION

JOB TITLE: Administrator

REPORTS TO: Deputy Administration Manager

DEPARTMENT: Create Music

LOCATION: Sound Rooms, Lewes Road, Brighton

PURPOSE OF JOB

To be the first point of contact for parents, teachers and schools working with Create music, dealing with customer accounts, chasing unpaid bills and dealing with customer enquiries.

Undertake general administration for the music service, with responsibility for the Instrumental Programme, Music Centre Activities and Instrument Hire.

ADMINISTRATION

1. Undertake reception duties, answer general telephone calls, redirect calls, pass on messages to others as required and deal with face to face enquiries and sign in visitors.
2. Liaising with teachers, parents and schools relating to pupil's tuition and payment and to resolve problems wherever possible.
3. Provide quotes & liaise with schools and senior managers to organise whole class instrumental tuition in school (WCET). Add the activities to teachers schedules & create charges.
4. To work alongside the events team and assist in the administration of music centre work.
 - Oversee new applications & add new students to activities.
 - Send rehearsal schedules & welcome letters to students each term.
 - Process music centre withdrawal requests and transfers to new activities.
 - Oversee the 'music centre shuffle' that takes place each Summer Term.
 - Attend concerts & events where required to offer administrative support.

5. Maintaining Speed Admin database of student, teacher, school records and for instrumental tuition, music centre classes and instrument hire.
6. Processing of new applications and withdrawals received.
7. Maintaining the database of instrumental stock, allocating instruments requested and chasing those due for return.
8. Being the first point of contact for parents, teachers and schools.
9. Staffing the reception desk when required for all visitors to the centre.
10. Undertaking exams administration and set up of rooms.
11. Coordinating complaints within service guidelines.
12. Inputting of data for the invoicing of pupils, parents and schools and dealing with associated queries.
13. Dealing with queries on customer's accounts and contacting them via email and telephone regarding unpaid invoices.



PERSON SPECIFICATION

JOB TITLE: Administrator

REPORTS TO: Deputy Administration Manager

ESSENTIAL CRITERIA

- | | |
|---------------------------|---|
| Experience | <ul style="list-style-type: none">• Experience of working as an administrator or in a busy office.• Recent experience of using Microsoft Outlook, Word and Excel in an office environment.• Experience of maintaining office systems.• Experience of producing documents to a high standard of presentation with good accuracy.• Experience of generating own correspondence.• Desired experience of maintaining a database of records, activities and ledgers.• Experience of dealing with enquiries by email, telephone and in person from customers.• |
| Skills/Abilities | <ul style="list-style-type: none">• Good communication skills.• Good organisational skills.• Able to work accurately and with attention to detail.• Some analytical skills required, e.g. to resolve discrepancies between financial records.• Good keyboard/computer skills where this is appropriate for the role, e.g. inputting/updating personnel or financial information.• Able to address routine issues independently with reference to instructions.• Able to work constructively as part of a team and on own initiative to make decisions and know when to refer to more senior staff.• Able to deal with confidential issues. |
| Equalities | <ul style="list-style-type: none">• Evidence of commitment to equalities in service delivery and employment. |
| Other Requirements | <ul style="list-style-type: none">• Flexible approach and willingness to adapt to change. |

