



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 provide high-quality administrative and customer service support across Create Music programmes, acting as a key point of contact for parents, schools, teachers and partners. The role is responsible for the effective administration of instrumental tuition, music centre activities, instrument hire and customer accounts, ensuring accurate records, timely processing of enquiries and payments, and excellent customer experience.

The postholder will maintain operational systems and data, support reporting and performance monitoring, and contribute to the smooth delivery of Create Music services and activities.

ADMINISTRATION

General administration of Create Music programmes

- Provide a professional, responsive and customer-focused first point of contact for parents, teachers, schools and partners.
- Liaising with teachers, parents and schools relating to pupil's tuition and payment and to resolve problems wherever possible.
- Processing of new applications for tuition and withdrawal requests received.
- Inputting of data for the invoicing of pupils, parents and schools and dealing with associated queries.
- Coordinating complaints within service guidelines.
- Providing quotes and liaising with schools and senior managers to organise Classroom Instrumental Lessons (CIL) in school, including adding activities to teachers' schedules and creating associated charges.
- Undertaking exams administration and set up of rooms.
- Supporting teachers with timetable scheduling and create manual bookings for ad-hoc activities.
- Assist with the administration of pay and travel claims.

Customer Accounts & Invoicing

- Dealing with queries on customer's accounts and contacting them via email and telephone regarding unpaid invoices.
- Receive and process payments for invoices over the phone, and process cash and cheque payments received in person.
- Confidentially review parent/carer benefit statements and calculate bursary eligibility based on Create Music bursary fund criteria.

Database and Records Management

- Maintain the SpeedAdmin database, including student, teacher and school records relating to instrumental tuition, music centre activities and instrument hire.
- Maintain records of instrumental stock, allocate instruments and follow up on instruments due for return.
- Liaise with teachers to follow up on missing information to ensure accurate reporting.
- Export, validate and prepare data from SpeedAdmin and other systems to support regular operational and performance reporting.
- Produce routine data extracts and reports for managers, including data required for Power BI dashboards and organisational performance monitoring.

Reception duties

- Undertake reception duties, answer general telephone calls, redirect calls, pass on messages to others as required, including dealing with face-to-face enquiries
- Staff the reception desk, sign in visitors and provide administrative support during Music Centre sessions, including regular evening and Saturday morning working during term time (approximately 30 weeks per year).
- Set up rooms for meetings/events
- Act as First Aider on site for evening ensemble rehearsals

Music Centre & Events

- 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.



PERSON SPECIFICATION

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ESSENTIAL CRITERIA

Experience	<ul style="list-style-type: none">• Demonstrable 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 accurate records and databases.• Experience of extracting and working with data from databases or management information systems.• Experience of using Excel to organise and present information.• Experience of using digital tools and technology to support efficient administrative processes.• Experience of producing documents to a high standard of presentation with good accuracy.• Experience of generating own correspondence.• 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**
- Evidence of commitment to equalities in service delivery and employment.
- Other Requirements**
- Flexible approach and willingness to adapt to change.

DESIRABLE CRITERIA

- Experience**
- Experience of working within an education, music, arts, public sector or charitable organisation.
 - Experience of using customer relationship management (CRM), database or management information systems.
 - Experience of preparing data for management reports or performance monitoring.
 - Experience of using business intelligence or reporting tools, such as Power BI.
 - Experience of supporting financial administration, including invoicing, payment processing or debt recovery.
 - Experience of using AI-assisted workplace tools (e.g. Microsoft Copilot or similar) to improve efficiency and support administrative tasks.
- Skills/Abilities**
- Ability to identify trends, anomalies or discrepancies in data and escalate issues appropriately.
 - Ability to learn new systems and technologies quickly.
 - Confidence in producing accurate reports and data extracts for a range of audiences.
 - Ability to manage multiple priorities and deadlines in a busy environment.

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