

## Job Description for Administration Assistant (Part-Time)

### **Purpose of the post**

To support the School Business Manager in providing a friendly and responsive administration service to students, their families and other stakeholders, and to contribute to the general smooth running of YMM by undertaking a range of administrative tasks as required.

### **Main Duties**

- Be present, when required, at La Sainte Union (LSU) School, Highgate Road, NW5 1EL (or any other place where YMM is located) to staff the front of house/reception desk on Saturdays in term time, between the hours of 8am-1pm, except in the case of ill health. Your remaining contracted hours are worked from home.
- Contribute to creating a warm, welcoming and safe musical education experience for our students by reflecting the organisation's values in your work and communications.
- Be responsible for a range of administrative task including:
  - handling email enquiries about lesson bookings, swaps and availability
  - supporting the timely and accurate invoicing of families, recording of payments, monitoring of overdue accounts, and dealing with billing queries
  - maintaining accurate records of lessons booked and attended, by using our third-party software "My Music Staff"
  - maintaining waiting lists for classes where required, and taking note of gaps in tutor timetables and seeking to fill them
  - supporting with checking and processing of incoming invoices
  - maintaining records relating to staff and tutor training and certification
- Support the School Business Manager and Musical Director in delivering the marketing and social media strategy, including regular social media posts and website updates as agreed
- When present on Saturdays, support the set-up team of young workers, if required, to ensure instruments are delivered, set-up/down and stored appropriately for each lesson/group
- Liaise with the Reception Assistant to provide support to tutors on a Saturday, including photocopying and general troubleshooting.

- Undertake such other duties as may be allocated to you to maintain the efficient administration of the organisation

### **Other**

- Be committed to, and embody, YMM's core values and policies, including developing and nurturing a sense of community.
- Hold an enhanced DBS certificate (we can support suitable candidates to get one).
- Undertake training appropriate to the role.

Reports to: School Business Manager

### **Person Specification**

#### **Must have**

- Excellent organisational and time management skills.
- Strong interpersonal, customer service and communication skills including a good standard of written English
- An understanding of social media.
- Comfortable with IT and happy to learn new software packages.

#### **Desirable**

- An understanding of music education or music-making
- Experience of working in administrative roles and of using office software in a work environment
- Experience of working with children and young people
- Experience of using Google Workspace, Xero, Excel, Outlook
- Experience of using social media in a work setting