

Wren Music

Business Administrator: Job Information

Overview of the role

Wren Music is seeking an organised and enthusiastic worker to join our team in the part-time, office-based role of Business Administrator.

This role would suit an experienced administrator interested in experiencing a busy community arts organisation. We run hundreds of workshops and events every year, so the role will suit someone comfortable interacting with the public.

We are looking for a reliable worker with good attention to detail who will enjoy running day-to-day systems. You will have good written and spoken English and be confident communicating with the public, by email, phone and in person.

Your workload will include providing key administrative support to the Office Team, including responding to general enquiry emails and phone calls; confirming venue bookings and checking calendars and invoices are correct; taking notes at meetings; counting cash; and distributing posters and leaflets.

You will join the office team which supports our creative team to deliver projects and music groups with communities across Devon. You will get to know our community members through dealing with their questions and meeting them at our community events.

Questions about the role? Contact info@wrenmusic.co.uk

Wren Music

Since 1983 our skilled team have used folk arts to empower people from all backgrounds to make music and feel part of the community.

We exist so that more people can experience the repertoire and techniques of folk music, and that people's experiences of our genre can be deep and meaningful.

We celebrate success, ability, and address barriers to include everyone. With songs and tunes, old and new, we work for a world where every voice is heard.

We rent a small building in Okehampton, Devon. From here we reach out to work with different communities across the county, and sometimes further afield.

Our values are professional, inclusive and creative.

Job Description

Area	The post-holder will:
In-person Tasks	<ul style="list-style-type: none"> - Answer phone calls and respond to phone messages - Open and process postal deliveries - Check and count cash that arrives at the office - Distribute posters/leaflets to local venues, or by post to partners and participants - Process online orders (e.g. books and CDs) - Check paper registers and follow up on missed payments - Support participants and audience members at events with a positive attitude
Online Tasks	<ul style="list-style-type: none"> - Respond to, or forward, incoming general enquiry emails - Check online registers are complete and that attendees have paid - Update team diaries, ensuring information is accurate - Ensure venue bookings are confirmed and invoices reflect usage - Administer and take notes at team meetings and Board meetings
Other - specific	<ul style="list-style-type: none"> - Provide administrative support to the Creative Director and office team - Help at occasional events as needed, e.g. box office
Other - general	<ul style="list-style-type: none"> - Any other tasks identified by the Creative Director as commensurate with the role

Person Specification

Area	Essential	Desirable
Education/ Training	- Educated to 'A' Level, or equivalent experience	- Formal training in administration
Knowledge and Skills	<ul style="list-style-type: none"> - IT literate and able to learn new ways of working quickly - Understanding of the principles of good customer service - Excellent organisation skills, able to follow established systems, and identify ways to improve systems - Confident communicator, both verbal and written - Able to work alone and as part of a team - Able to balance a workload and prioritise tasks as needed 	<ul style="list-style-type: none"> - Knowledge of Microsoft 365 - Understanding of how to communicate with people from a range of different backgrounds
Experience	<ul style="list-style-type: none"> - Experience in an administrative role - Using Microsoft programmes: Word, Excel and Outlook - Taking minutes in meetings - Handling cash and processing sensitive information - Responding to enquiries from the general public 	<ul style="list-style-type: none"> - Experience using Teams, Sharepoint and Microsoft Forms - Experience using Xero for basic finance tasks - Experience working in a charity and/or the arts
Other	Willingness to work outside normal working hours (e.g. at events)	

We consider the following attributes to be important.

Personal Qualities	<ul style="list-style-type: none"> - Team player - Flexible, friendly and outgoing - Interested to work in the arts and cultural sector - Commitment to the aims of Wren Music
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Terms and Conditions

Job Title	Business Administrator
Accountable to	Creative Director
Accountable for	None
Location	Ebenezer Hall, North Street, Okehampton, Devon
Salary	£22,500 (pro-rata)
Contract	Permanent (with six-month probation period)
Hours	14 hours per week (0.4 full time equivalent), Worked across 4 days (3hr 30min/day) or 5 days (2hr 45min/day). Due to the number of in-person tasks, this is an office-based role. Requests to work from home will be considered as per our home working policy.
Annual Leave	28 days (pro rata)
DBS Check	Enhanced (carried out on appointment)

How to apply

To apply for this role, please send

1. a CV detailing your full work history
2. a covering letter which outlines how you meet the person specification and why you want to work for Wren Music (no more than 2 sides of A4)

To Marilyn Tucker, Creative Director, by email to info@wrenmusic.co.uk

References will be requested if you are shortlisted.

- Closing date for applications: **9am** on Monday **13 November** 2023
- Shortlisted candidates will be informed by Thursday **16 November**
- Interviews: Tuesday **21 November** 2023 in Okehampton
 - *Interview will include an IT task*