**Musicians Development Assistant**

The Musicians’ Development Assistant is responsible for the delivery of the core business processes that enable the Musicians Development team to provide an exceptional experience to musicians accessing our music education and career development services, as well as supporting the improvement of these services in line with data and emerging needs and opportunities.

**Reports to:** Service Delivery Manager

**Our Values**

At Help Musicians & Music Minds Matter we:

**Embrace change**; recognising that change leads to opportunity and the potential to seek out better solutions for those we’re here to support

**Are curious**; recognising that insight, understanding and empathy enables us to deliver our best work

**Value difference**; knowing that diversity of thought, team and experience makes our charities stronger

**Come together**; united through our appetite for music we’re committed to working collectively, doing the very best to support those that need our help

**What does success look like?**

1. Efficient administration of a range of key financial and operational processes within our Grant Management system, ensuring all processes are delivered in a timely way, with exceptional attention to detail
2. Delivery of an effective enquiries management system, responding in ways that add value to the musician, convey the values of our charities, and support the smooth running of our services
3. Coordinating key activities and events that deliver critical touch points with our musicians, including panels and auditions, and ensuring a positive experience for musicians, stakeholders and colleagues involved with such activities
4. Planning and coordinating the processes that enable us to continually listen to musicians and others to understand where we can improve services and working with our Insights and Innovation team to implement these changes collaboratively

**Main responsibilities**

1. Coordinating grant funding decisions within our database including processing application outcomes and closing complete awards to ensure the database is up to date
2. Supporting Service Delivery Officers with the commitment of awards approved and the grant agreement process as required
3. Recording outcome decisions within monthly panels and supporting external and internal meetings with the creation of agendas and accurate recording of actions
4. Completing data entry and processing across a range of internal systems in line with approved processes, including payment and reporting schedules, and allocating appropriate budgets to supported musicians
5. Maintaining accurate records of outstanding reports and payments and follow up with musicians, recording conversations and key decisions, and assisting with the compilation of reports.
6. Completing financial processes in line with guidelines and required timeframes, including invoices, honorariums, purchase orders, expense claims etc.
7. Coordinating the collation of musicians information in order to support effective marketing and promotion of our services
8. Acting as the first point of contact for enquires from supported musicians, providing them with timely responses and escalating complex queries for support
9. Being responsible for gathering feedback from musicians and officers about the experience and impact of our career development and music education processes and working with the Insights and Innovation team to develop recommendations for improvement
10. Providing flexible support to the Insights and Innovation team in relation to the development of music education and career development services, such as desktop research, journey and process mapping, user research and insight (estimated as a day a week)
11. Representing the charities by staffing stands at external events where there are opportunities to share information about our services with early career and working musicians
12. Supporting with the development of user insights and key internal reports development related to musicians careers and music education, such as the Insiders’ Forum
13. Developing and maintaining an innovation and improvement log for music education and career development services, working with colleagues to identify opportunities and with the Insights and Innovation team to define, prioritise and where relevant, implement these
14. Developing ways to continually increase the visibility of the musicians we support, and the music they create, internally, and working with communications to achieve this externally as needed
15. Undertaking desktop research using data driven tools to improve our assessment of musicians we support, and working with colleagues to embed these tools into our assessment processes to drive more objective and effective assessment
16. Attending auditions, panels and external events to provide support with event logistics, delivery and facilitation, and coordinating such activities where required
17. Completing desk research to assist with Help Musicians evaluation and reporting process, assisting with the production of evaluation reports and summarising evaluation results for the team and wider insights needs
18. Ensuring that all consent processes in relation to GDPR are adhered to in relation to evaluation / reporting and interaction with musicians
19. Coordinating the Complaints and Appeals process for the Service Delivery department in line with relevant policies
20. Coordinating the contracting and financial processes for the Service Delivery team in line with finance policies - preparation of deal memos, advancing contracts etc
21. Providing ad hoc administrative support to the Director of Services and Research and department managers as needed to support the smooth running of the department, this may from time to time include time bound special projects as agreed with the posts line manager
22. Coordinating the Musicians Development team calendar ensuring Head of Services is kept informed of events related to delivery of our services
23. Any other duties as reasonably requested by the Service Delivery Manager

**Person Specification**

**Essential Experience, Knowledge and Skills**

* Understanding of the key qualities of excellent customer service and able to demonstrate these at all times to both internal and external contacts
* Effective verbal and written communication with ability to adapt tone for different audiences
* Highly organised with ability to keep schedules and other key documents up to date on a daily basis
* Can prioritise tasks to ensure activities are completed by defined deadlines
* Competent to enter data accurately and ensure attention to detail and thoroughness
* Able to understand and accurately follow defined processes and standards e.g. responding to enquiries within a given timeframe and by adapting a given template
* Can support the smooth running of meetings including recording decisions and actions
* Able to use a range of IT systems and Microsoft Office packages including spreadsheets and databases
* Can understand and process financial information accurately
* Able to manage both reactive and proactive tasks
* Ability to handle confidential information professionally
* Confident in interacting with service users and industry stakeholders

**Personal Characteristics**

* High levels of self-motivation
* Team player with a positive, proactive and supportive attitude
* Keen to learn and look for new ways to add value
* Reliable and trustworthy
* Passionate and committed to the Help Musicians cause
* Demonstrable interest in music
* Empathetic with keen desire to help
* Proactive problem solver willing to contribute solutions

**Additional information**

* Occasional requirement to attend external meetings or events for work purposes.
* Hybrid working, with a minimum of 2 days a week in the London office (WC1X 9JS) and 3 days at home, with flexibility to attend the London office more regularly as the needs of the role dictate

*This job description is a written statement of the essential requirements of the job, with its key accountabilities, and the experience, knowledge, and skills required for effective performance. This is not intended to be an exhaustive account of all aspects of the duties involved.*