

WILTSHIRE MUSIC CENTRE TRUST LIMITED

Registered Charity (No. 1026160)



Creative Learning Coordinator
Job Description and Person Specification

Wiltshire Music Centre is offering an exciting opportunity to join its vibrant team as Creative Learning Coordinator.

This key role supports the efficient delivery of the Creative Learning Programme, alongside the Head of Creative Learning & Community Engagement. The Creative Learning Coordinator will develop, plan, administrate and evaluate a wide range of small to large-scale music education and community projects.

Working within a small and committed team, the Coordinator will support the fundraising and marketing of the programme, working with a wide range of artists, staff, participants and their families. They will also contribute to the day-to-day running of the Centre and build some experience across customer service, event management and programming.

The role requires an efficient, highly motivated and friendly individual with a passion for education and excellent communication and organisational skills. The position is an excellent opportunity for an organised and enthusiastic person to develop their skills and expertise in arts administration in a small and supportive team.

For more information about the Creative Learning Programme at WMC please visit our [website](#)

About the role

KEY RESPONSIBILITIES	
Strategy, networks and partnerships, communication	<p>Support the Head of Creative Learning & Community Engagement to:</p> <ul style="list-style-type: none"> • Develop and nurture relationships and partnerships with local, regional and national stakeholder organisations and individuals • Ensure the widest possible internal and external awareness of the CL Programme.
Programme delivery and project management	<p>Support the Head of Creative Learning & Community Engagement to:</p> <ul style="list-style-type: none"> • Prepare project proposals, defining context, aims, objectives, outcomes sought and evaluation framework, target participants, activity, funding, timetable and budget • Identify appropriate artists, practitioners, partner organisations and/or staff to lead elements of the programme • Prepare contractual arrangements with all parties in line with WMC's policies and industry practice • Make detailed practical arrangements and coordinate with the WMC team, e.g. scheduling, venue logistics, technical specifications and/or artist requirements • Ensure that work is delivered to the highest standards, targeted outcomes are achieved, and the project is delivered within the agreed timeline and budget • Rigorously and effectively monitor project outcomes, capturing impact information and preparing reports to funders and stakeholders • Work to agreed budgets within set timeframes, monitoring income and expenditure, with the Head of CL&CE and Finance Department • Regularly update the project management tools to schedule milestones, plan workload, and monitor progress • Provide input to the quarterly management reports, business plans, budgets and management accounts, plus other documents and analysis as required.
Development and Communications	<p>Work closely with the Head of CL&CE and the fundraising & marketing team to:</p> <ul style="list-style-type: none"> • provide information and evaluation in support of funding bids to secure resources for the CL Programme.
Team working	<ul style="list-style-type: none"> • Coordinate plans with the rest of the WMC team, e.g. scheduling, venue logistics, technical specifications and/or artist requirements
General	<ul style="list-style-type: none"> • Carry out any other duty and responsibility, appropriate to the post, as required by the Head of CL for the effective day-to-day operation and management of the CL&CE team

OTHER RESPONSIBILITIES

All members of the WMC team share the following responsibilities:

<p>Strategic alignment</p>	<ul style="list-style-type: none"> • Ensure that WMC's vision, mission and values inform all aspects of the work planned and delivered • Contribute to the activities of the organisation in whatever way necessary, to promote the interests of the organisation and achieve its business plan and strategic objectives • Act as an advocate and ambassador for the organisation, promoting WMC and its programmes
<p>Standards & care</p>	<ul style="list-style-type: none"> • Ensure that the highest standards, and in particular visitor and customer service standards are consistently achieved • Undertake all activities in compliance with WMC's policies and procedures, in particular Safeguarding, Equal Opportunities and Health and Safety policies • Work in a cost-effective manner, making efficient use of resources and adhering to financial rules and procedures
<p>Venue assistance</p>	<ul style="list-style-type: none"> • Working as part of a small office team, answer phones, greet and assist visitors as required • Lock the building and set the alarm at the end of a day / shift / event as appropriate
<p>Team development</p>	<ul style="list-style-type: none"> • Actively contribute to regular team meetings, business reviews and planning processes; take minutes and follow up on actions whenever required • Assist and support colleagues whenever required, promoting the ethos of co-operation and a flexible and inclusive work environment
<p>Evaluation and continuous improvement</p>	<ul style="list-style-type: none"> • Contribute to the continuous improvement of the charity's work by analysing performance and feedback, making suggestions as appropriate
<p>Other</p>	<ul style="list-style-type: none"> • Carry out any other duty as reasonably requested by the Chief Executive & Artistic Director or Trustees to support the team in assisting artists, customers, participants, service users or delivering events at WMC

Person Specification

SKILLS		
<i>(not in priority order)</i>	Essential	Desirable
General	<ul style="list-style-type: none"> ✓ Excellent all-round administrative and computer skills including Microsoft Office (Outlook, Teams, Word, Excel, PowerPoint); ✓ Thoroughness and strong organisational skills ✓ Excellent communication and interpersonal skills in person, on the phone and by email, and ability to relate to a wide range of people ✓ Initiative, flexibility and self-motivation – ability to work without supervision as well as collaboratively as part of a team ✓ Excellent time management; ability to manage multiple priorities, work under pressure and meet tight deadlines 	<ul style="list-style-type: none"> • Some experience of working with young people, schools, community groups and a varied range of stakeholders • Some experience of working in a public venue and looking after audiences / participants • Experience of working for an arts venue
Specific to the role	<ul style="list-style-type: none"> ✓ A degree / professional qualification ✓ Experience working in project management and / or education ✓ Ability to plan, administrate and deliver projects and events in a variety of settings with different partners and stakeholders ✓ Experience working with a range of audiences, including young people, families and people with learning disabilities ✓ Experience working within a small team, including volunteers, staff, practitioners and external partners ✓ Ability to collate, manage and present relevant project data and produce clear, concise written evaluation reports ✓ Sound numeracy skills and ability to update project budgets ✓ Understanding of Safeguarding, Health and Safety, Data Protection and risk assessments in an education setting 	<ul style="list-style-type: none"> • Familiarity with Spektrix / Box Office systems • Understanding of the latest national arts and education agenda • Experience working in a music-focused organisation

PERSONAL QUALITIES		
<i>(not in priority order)</i>	Essential	Desirable
General	<ul style="list-style-type: none"> ✓ Strong commitment to WMC's work and values ✓ People-orientated, good-humoured, able to demonstrate tact, diplomacy and patience ✓ Acute attention to detail and quality of the work delivered ✓ Delivery-driven, can-do attitude ✓ Resilience and flexibility ✓ Keen to learn and open to feedback 	<ul style="list-style-type: none"> • A passion for and commitment to the arts and arts education
Specific to the role	<ul style="list-style-type: none"> ✓ Enjoyment and confidence working with people of all abilities and backgrounds 	

OTHER	
<i>(not in priority order)</i>	Essential
General	<ul style="list-style-type: none"> ✓ Right to work and live in the UK ✓ Availability and willingness to work flexible hours
Specific to the role	<ul style="list-style-type: none"> ✓ Full driving licence and ready access to use of a car when required ✓ Agreement to an enhanced DBS check



WYJO performance directed by NYJO Musical Director Mark Armstrong – November 2019

Terms and Conditions

Responsible to	Head of Creative Learning & Community Engagement
Contract	<ul style="list-style-type: none"> • Permanent role • Employee of The Wiltshire Music Centre Trust Limited • Subject to a 6-month probationary period
Hours	<ul style="list-style-type: none"> • Part time, 30 hours per week • Normal working hours: Monday-Friday between 8am and 6pm with a 1-hour unpaid lunch break • Regular evening and weekend work • WMC operates a Time Off In Lieu (TOIL) system for any overtime
Holidays	<ul style="list-style-type: none"> • 32 days per year (pro-rata) including the standard bank holidays for England and 2 days at Christmas
Location	<ul style="list-style-type: none"> • Wiltshire Music Centre, Bradford on Avon BA15 1DZ • Flexible working available (min. 2 days per week at WMC) • Occasional work at other locations across Wiltshire, B&NES and further afield
Salary	£21,000 p.a. pro rata
Pension	<ul style="list-style-type: none"> • WMC will auto-enrol eligible staff into a pension scheme (The People's Pension) with required employer contributions
Staff benefits	<ul style="list-style-type: none"> • Complimentary tickets for WMC core programme performances (subject to availability and staff tickets policy) • Annual training opportunities
Starting	<ul style="list-style-type: none"> • As soon as possible

Equal opportunities and safeguarding commitment

WMC is an equal opportunities employer and welcomes applications from people from the widest possible diversity of backgrounds, cultures and experiences. WMC is committed to safeguarding and promoting the welfare of children, young people and vulnerable people and expects all staff and volunteers to share this commitment.