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**Apprentice specification**

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| |  |  | | --- | --- | | **Job title:** | Music Service Apprentice | | **Service:** | Wigan Music Service | | **Grade:**  **Hours of Work:** | National Minimum Wage (according to age)  37 | | **Reporting to:** | Frances Johnson | |  |  | |  |
| **Your apprenticeship** | |
| As a Business Administration Apprentice, you will be expected to provide a full and comprehensive administrative support service to the Wigan Music Service.  This will involve dealing with internal and external customers both face to face and on the telephone, operating ICT systems and providing general support to the team.  You will assist with the more practical aspects of the service which includes the setting up of large ensembles, PA systems and modular stages when required as well as the loading and unloading of specialist musical equipment under the supervision of professional teaching staff.  This will involve working closely with music educators, freelance tutors, schools, parents and other stakeholders.  You will also be required to spend a proportion of your time undertaking a relevant qualification and will gain a range of experience whilst learning from professionals within the organisation.  Wigan Music Service has developed an enviable reputation for its wide ranging music education provision over many years.  You will be working with a well-established and supportive administrative team in a busy office environment. You will be given the opportunity to gain valuable knowledge and experience. | |
| **During your apprenticeship you will** | |
| * Act as the first point of contact for any enquiries, referring onto others as required. * Responding to routine and ad hoc requests for information. * Maintain relevant ICT systems, inputting or extracting data. * Manage and update databases and produce reports. * Provide admin support in preparing for meetings, booking rooms, printing and collating documents and arranging refreshments. * Act as minute taker for meetings if required. * Assist with the preparation of documents such as letters, reports, spreadsheets using various software packages including mail-merge and PowerPoint. * Carry out research to support the team. * Assist with maintaining a variety of records. * Operate in line with Wigan Council policies and procedures. * Assist with musical instrument and teaching resource preparation. * Assist admin staff with concert box office operations (taking cash, issuing tickets/programmes). * Organisation of sheet music resources (music library) and preparation of music folders. * Occasionally ensure reception cover is maintained during office opening hours. | |
| **Requirements and prospects** | |
| **Qualifications and requirements to undertake your apprenticeship:**   * GCSE’s A-C in Maths, English & ICT or equivalent (desirable but not essential) * Physically fit with the ability to lift and carry * Be able to work as part of the ‘on call, out of hours’ rota as and when required * The capacity to acquire a working knowledge of musical instruments and other music specific detail * The ability to work accurately and follow instructions * The ability to plan work, manage own time and meet deadlines * To be enthusiastic and committed to providing excellent customer care * The ability to use own initiative and work flexibly as part of a team * To be keen to develop a wide range of skills required to work within a busy administration environment * The ability to complete the relevant apprenticeship qualification   **During this apprenticeship you will have the opportunity to develop:** | |

* The ability to operate computer systems, spreadsheets, word-processing packages and email at home, school or college.
* The ability to communicate effectively with others, both verbally and in writing, including the ability to produce clear and concise letters, notes and forms and to answer the telephone in the appropriate manner.
* The ability to set up spreadsheets and collate data.

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| **Our culture** |
| As an apprentice, you will be expected to adopt the culture and behaviours of the organisation.  For us, it’s not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.  **Be Positive…** take pride in all that you do  **Be Accountable…** be responsible for making things better  **Be Courageous…** be open to doing things differently  Your line manager will be expected to:  **Inspire**…lead by example and help others to see the big picture  **Care…** show genuine concern for people as individuals and value their contributions |

**Engage…** I connect with others both within and beyond the organisation

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| **Staff Deal** |
| As an apprentice, you will benefit from the principles of our Staff Deal; this is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you. |