**ROLE PROFILE – Health & Well Being**

**Apprentice level 2 for Music Admin Officer**

**About The Council:**

Oldham is committed to developing a co-operative future; one where citizens, partners and staff work together to improve the borough and create a confident and ambitious place.

A co-operative Council aims to support everybody doing their bit and everybody benefitting. This means we work in a way which helps to empower residents to take greater control of their own lives but also gets the maximum benefit from the resources that are available to the community and public sector. It also means working in ways which are ethical, fair and deliver good social value as well as value-for-money. It also means giving residents the opportunity to work in collaboration with us to design and even help deliver services.

**Purpose of Apprenticeship:**

The Music Service aims to deliver music to everyone from toddler’s right through to senior citizens. We also support Oldham schools by providing whole class instrumental and small group tuition, curriculum support and professional development for teachers.

The main service of the Apprenticeship is to support the current business support officers & instrument technician by providing administration support appropriate to a level 2 position.

**What will I be doing?**

Under the guidance of current office staff and responsible to the Bursar the main keys tasks are:

* To be the first point of contact on the reception desk and support the service by working with parents, pupils, members of the public, teachers and colleagues both on reception duties and over the phone.
* To develop knowledge and understanding of the Music Service to be able to respond to more complex queries
* Support the management of the Music Service Database
* Prepare for meetings and take minutes
* Work closely with existing business support officers to assist when required.
* Deal with collections and returns of musical instruments
* Support project managers on specific projects when required.
* Manage incoming post
* Be responsible for delivery of post to Civic centre and collection of post from Oldham Library
* To shadow the current business support staff
* **What will I gain?**
* Experience of working as part of a busy team
* Developing communications and interpersonal skills
* Experience of using a variety of office equipment and IT systems
* Gain a good understanding of the Oldham’s Music Service
* Developed administration and customer service skills.
* Learn how a service is delivered within a public sector organisation.
* Developed customer service skills through telephone and face to face contact.
* Work towards the Apprenticeship Level 2 in Business Administration

**Who will I be working with?**

The Apprentice may be in contact with other Council Directorates, as well as:

* Music centre staff, teachers, parents, as wide range of schools, adult groups
* Colleagues within the council
* Internal or external stakeholders
* Members of the public
* Volunteers and contractors working at the centre

**Requirements for the Apprenticeship**

* Sufficient literacy and numeracy skills to undertake the tasks and duties of the role.
* Ability to use IT applications in relation to the requirements of the post
* Willingness to work towards a level 2 qualification
* Experience of dealing with the public both face to face and over the phone
* Experience of undertaking administration/clerical tasks
* Experience of team working and to work effectively with others
* Good communication and interpersonal skills
* Well organised, reliable and punctual
* Able to manage workloads to meet deadlines
* Willing to learn new skills
* Willingness to work flexibly to meet the needs of the Music Service including out of hours if necessary
* This post will be subject to an enhanced DBS.

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| **Relationship To Other Posts In The Directorate:**  **Responsible to:**The Music Service Bursar/s  **Responsible for :** NONE |

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** |  | Michelle Millward | Bursar |
| **Reviewed** |  | Gerard Booth | Head of Music Service |
| **Updated** | 6/7/17  9/10/19 | Amanda Carpenter  Michelle Millward | Bursar  Bursar |