



WILTSHIRE MUSIC CENTRE TRUST LIMITED
Registered Charity (No. 1026160)



Executive Assistant (part time 0.4 FTE) Job Description and Person Specification

Application Deadline: 12pm (noon) Friday 17 May
Interview Date: Wednesday 22 May

Overview

Wiltshire Music Centre is offering an opportunity to join its small and vibrant team as Executive Assistant. Reporting to the Chief Executive, this part-time role (0.4 FTE) provides secretarial and administrative support, oversees some HR processes and procedures, and coordinates events and activity on behalf of the WMC team and Board of Trustees when required.

This post requires a resourceful individual with excellent organisational and administration skills, a confident communication style, and the ability to prioritise effectively in a fast-paced and dynamic environment. The role also requires a level of discretion as it deals with a range of confidential information.

This is a unique opportunity for someone with an interest in supporting a thriving arts organisation that is deeply rooted in the local community.



About the role

KEY RESPONSIBILITIES	
Diary and meeting management	<ul style="list-style-type: none"> • Attend Trustee and team meetings, take notes / minutes, and circulate them as required, following up on agreed action points when necessary. • Welcome guests to the building and ensure visitors are greeted, looked after and in the right place at the right time. • Send Outlook invites for meetings and events, e.g. team meetings, Board meetings and concert activity. • Provide support to the senior management team when required and the rest of the team on an ad hoc basis, including diary management, setting up meetings, and general administration. • Arrange team social events throughout the year including the staff Christmas party.
Secretarial support	<ul style="list-style-type: none"> • Support the Chief Executive (CE) in administrating Human Resources for the team using Breathe HR, including recruitment and induction, staff contracts, DBS checks, holiday entitlements and annual training. • Working with the CE, oversee the updating of all WMC policies and procedures on Breathe HR and oversee the maintenance of the Safeguarding Central Record for permanent and casual staff. • Provide box office and reception cover when necessary. • Maintain the office and online filing, keeping files and records organised, reviewing and updating the system with the team. • Support the Facilities Manager in administrating Health & Safety policy and procedures, ensuring processes are well defined, documented, communicated and implemented. • Complete small occasional projects and / or be part of specific project teams as directed by the CE.
Board Administration	<ul style="list-style-type: none"> • Publish the annual cycle of Board meeting dates liaising with the CE and Chair of the Board, book meeting rooms and arrange catering as necessary. • Working closely with the CE and the senior management team, prepare, edit and send Board / Committee papers, including the Agenda, Management Report and other documents. • Minute all Board / Committee meetings, ensuring all minutes are circulated in a timely fashion and actions are followed up.

	<ul style="list-style-type: none"> • Manage regular communication with the Board including updating the Trustees' event diary and other relevant details, and ensure Governor Hub portal is kept up to date. • Provide secretarial support to the Chair of the Board as required, and support the Chair with all Governance related issues including trustee recruitment and induction.
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OTHER RESPONSIBILITIES
All members of the WMC team share the following responsibilities:

Strategic alignment	<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, consistently promoting WMC and its programmes
Standards & care	<ul style="list-style-type: none"> • Ensure that the highest standards, and in particular visitor and customer service standards (audience members, artists, participants, hirers, partners etc.) are consistently achieved • Undertake all activities in compliance with WMC's policies and procedures, in particular Data Protection and Safeguarding • Work in a cost-effective manner, making efficient use of resources and adhering to financial rules and procedures
Venue assistance	<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
Team development	<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; attend trainings and escalate any requirement • Assist and support colleagues whenever required, promoting the ethos of co-operation and a flexible and inclusive work environment
Evaluation and continuous improvement	<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 and attending training.
Other	<ul style="list-style-type: none"> • Carry out any other duty as reasonably requested by the Chief Executive 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 ✓ 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 part of a team ✓ Excellent time management skills, and ability to manage multiple priorities, work under pressure and meet tight deadlines 	<ul style="list-style-type: none"> • Experience of working with a Board of Trustees or equivalent • Experience of working in a public venue and looking after audiences / participants • Experience of working with HR administration
Specific to the role	<ul style="list-style-type: none"> ✓ Previous experience in an administrative role in a business environment ✓ Ability to research, digest, analyse and present material clearly and concisely ✓ Experience of data management, reconciliation and reporting ✓ Willingness and ability to learn and use new programmes or tools as necessary 	<ul style="list-style-type: none"> • Experience of working in an arts venue • Experience in not-for-profit sector

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 personality with insight and understanding, tact and diplomacy, patience and energy ✓ Collaborative and supportive approach to team working ✓ Acute attention to detail and quality of the work delivered 	<ul style="list-style-type: none"> • Understanding of music as a means of delivering educational benefit in many ways • A passion for, enthusiastic and infectious commitment to, the arts

	<ul style="list-style-type: none"> ✓ Natural willingness to ensure the job gets done, delivery-driven can-do attitude ✓ Resilience to changing conditions or unexpected obstacles ✓ Keen to learn, open to feedback and new ideas or ways of doing things 	
Specific to the role	<ul style="list-style-type: none"> ✓ Confidence in working with a diverse range of people ✓ Natural ability to rapidly build rapport and motivate others to achieve a shared vision, without management responsibilities ✓ Discretion and a good understanding of, and respect for, confidential issues 	

OTHER		
(not in priority order)	Essential	Desirable
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"> ✓ Agreement to an enhanced DBS check 	<ul style="list-style-type: none"> ✓ Full driving licence and ready access to use of a car when required

Terms and Conditions

Responsible to	Chief Executive
Contract	Permanent role. Employee of The Wiltshire Music Centre Trust Limited subject to 6-month probationary period
Hours	Part-time 15 hours per week (0.4 FTE) normally to be worked Monday-Friday between the hours of 8am and 6pm with a 1-hour unpaid lunch break. May involve occasional evening and weekend work. WMC operates a Time Off In Lieu (TOIL) system for any overtime.
Holidays	32 days per year (pro-rata) including the standard bank holidays for England and 2 days at Christmas
Location	Wiltshire Music Centre, Bradford on Avon BA15 1DZ Might be required to work at other locations across Wiltshire and B&NES and to travel to those locations
Pension	WMC will auto-enrol eligible staff into a pension scheme (The People's Pension) with required employer contributions following completion of probation
Salary	£23k p.a. pro-rata
Staff benefits	Complimentary tickets for WMC core programme performances (subject to availability and staff ticket policy)
Starting	July 2024

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.