

Job Description

Education Administrator

<p>Responsible to: Head of Music Services (Training)</p> <p>Also accountable to: Director of Music Services (Education, Research and Public Affairs)</p>		<p>Responsible for: N/A.</p>
<p>Location: Nordoff Robbins London Centre</p>		<p>Working Hours: Part time, 24 hours per week over 4 days (Monday, Tuesday, Wednesday and Thursday)</p>
<p>Salary Band: 4.1 £16,360.80 pa includes London Weighting (FTE £25,768 plus £1,500 London Weighting)</p>		<p>Holidays: 31 days per annum (pro rata) plus public Bank Holidays</p>

ROLE SUMMARY/PURPOSE OF JOB

Nordoff Robbins is a charity which provides music therapy, music therapy education and research. Our education activities are broadly divided into three areas:

1. The provision of two validated programmes: our two-year full-time Master of Music Therapy (MMT) training programme (which qualifies musicians to become music therapists) and the six-year part-time MPhil/PhD programme (which enables qualified practitioners to learn research skills whilst learning more about an aspect of their own practice). Our current validating partner is Goldsmiths, University of London, which whom we work closely and with whom we enjoy a positive, creative relationship
2. The offering of opportunities to the wider public to learn more about the Nordoff Robbins approach to music therapy via a range of short evening courses and one-off events as well as our International Summer School which is focused on the needs of music therapist from other countries

3. The support of our employed therapists with CPD opportunities and access to a high-quality resource centre which is based in London but nationally accessible.

As Education Administrator, you will support all of these areas of educational activity. To do so, you will liaise closely with:

1. The Director of Music Services responsible for Education
2. The Convenors of the MMT programme and the MPhil/PhD programme
3. The music therapist co-ordinating our public engagement programme

Specific duties are therefore wide and varied and a high degree of flexibility is required. Nevertheless, the following are likely to be regular features of the role:

KEY RESPONSIBILITIES AND DELIVERABLES

For education as a whole, you will assist the Director of Music Services responsible for education by:

- Facilitating the management of our education activities, including our relationship with our validating partner (currently Goldsmiths, University of London). This includes acting as secretary to meetings at both Goldsmiths and Nordoff Robbins as required and ensuring the smooth functioning of the Nordoff Robbins Goldsmiths Programmes Committee.
- Assisting in the preparation of submissions to relevant bodies such as Goldsmiths, the HCPC, BAMT, the OfS, the DfE etc.
- Making practical arrangements, e.g. the booking of travel and accommodation and the processing of corporate credit card statements.
- Managing our small Learning Resource Centre at the London Centre, including keeping the books in order, ordering new items as required by the Director of Music Services, renewing journal subscriptions and our CLA licence, using our library management software, offering inductions to new staff and students and visitors, and arranging for materials to be sent to remote therapists as requested.
- Overseeing our small student-focused local book holdings at MMT bases in London, Manchester and Newcastle as well as small book collections in open access centres, managing these as part of the Learning Resource Centre.

For the validated programmes, you will assist the Convenors by:

- Administering admissions processes, including the organising of auditions/interviews
- Organising student registration and ongoing administrative duties in liaison with our colleagues at Goldsmiths, including the compilation of student registers and the administration of bursaries
- Overseeing student finance, including ensuring that fees are paid and bursaries awarded, liaising with our finance team as required.
- Maintaining student records in accordance with our privacy and data retention policies, issuing approved transcripts where required

- Supporting programme staff in the smooth running of the programmes, including the processing of academic submissions and the awarding of marks
- Answering enquiries by phone and via email and welcome visitors to the London Centre
- Photocopying/print/bind/upload programme materials such as student handbooks, placement packs, practice guides etc
- Managing the TFL account for MMT student discounts
- Managing the HUB (our simple intranet space for the validated programmes)
- Organising a yearly graduation event at the London Centre
- Organising occasional open evenings around the country
- Booking occasional external tutors if required, ensuring they are paid and have the information they require
- Maintaining our alumni mailing list, ensuring regular and effective communication
- Overseeing the implementation of student feedback surveys

For our public engagement programme, you will assist the music therapist running this area of our activity by:

- Booking rooms in venues as required
- Updating the website with the latest booking information
- Taking bookings and updating the database
- Maintaining a mailing list and sending newsletters
- Answering phone and email enquiries
- Working with our Comms team to market new courses
- Overseeing the implementation of participant satisfaction surveys

We seek to work collaboratively at all times: you may therefore also be asked to assist other administrators in aspects of their work from time to time.

Person Specification

Education/Qualifications	Essential or Desirable	Assessed via Application (A) Interview (I) or Test (T)
Educated to degree level or equivalent	D	A
Effective use of English language across reading, writing, speaking and listening	E	A/I
Knowledge and Experience		
An awareness of music therapy	D	A/I
Experience of working in a Higher Education environment	E	A/I
An understanding of how Higher Education works	E	I
Administrative experience in a challenging and varied role	E	A/I
Experience of working in a busy environment and remaining calm under pressure	E	I
Experience of accurate data entry and managing accessible records	E	A/I
Demonstrable experience of using Microsoft Office software (including Outlook, Word and Excel) as well as SharePoint and OneDrive	E	A/I
Committee servicing experience	D	A/I
Experience of proofreading or producing accurate written communications	E	A/I
Skills and Competencies		
Excellent communication and interpersonal skills	E	I
Proven ability to work independently with minimal supervision and to work effectively as part of a team	E	I
Ability to work to deadlines and manage workload	E	I
High standards of accuracy and attention to detail	E	I
Ability to establish good working relations with a range of colleagues, including music therapists, managers and support staff	E	I
Tact and discretion in dealing with sensitive issues and information	E	I
Personal Qualities		
An active interest in music and the making of music	D	A/I
A commitment to diversity, equality and inclusion	E	A/I
Open, enthusiastic, keen to learn	E	I
A flexible approach and 'can-do' attitude; willingness to take on new tasks and projects	E	I

This position is subject to a basic DBS check