

NORDOFF & ROBBINS

Job Title:	Music Services Administrator – North East and Yorkshire/East Midlands regional teams
Accountable to:	North East & Yorkshire /East Midlands Regional Managers
Location:	Nordoff & Robbins Newcastle Centre – Matron’s Lodge, Fleming Business Park, Jesmond with occasional travelling to other regions as required
Working Hours:	4 days per week on-site (Wednesday, Thursday, Friday and Saturday)
Contract type:	Permanent
Annual leave:	31 days plus bank holidays per annum pro rata
Salary:	£21,824 per annum (FTE £27,280)

About Nordoff & Robbins

We stand for music and believe in the value of music for all people in our society. Every day we use the power of music to enrich the lives of people affected by life-limiting illness, trauma, isolation, social exclusion or disability.

Our goal is to bring more people together through the power of music. We can only do this if we pioneer creative new approaches to marketing, communications and digital that help us engage more people and grow our fundraising.

We need courageous, curious, agile, innovative change makers and music lovers like you to make this happen. This role is your chance to help us achieve our ambitious goal of helping more people’s lives through music.

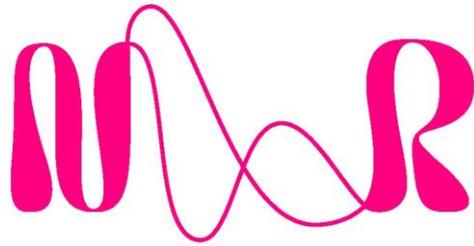
Our culture

At Nordoff & Robbins everyone has a role to play in building and nurturing our inclusive culture. If you join our team, you will be encouraged to be yourself and we want everyone to feel a sense of belonging.

Our Music Services team

Music Services is the delivery arm of Nordoff & Robbins charity and encompasses the provision of music therapy and related activities, including education, training, and research. Our vibrant Music Services team comprises over 115 therapists alongside five Music Services administrators, who support the wide scope of work taking place every day in 8 regions across England, Scotland and Wales. Our therapists work in a wide range of settings including care homes, schools, hospices, hospitals, day centres, community centres and mental health services.

The North East has 14 music therapists delivering around Tyne and Wear with additional services in Northumberland, County Durham and Teesside. We work in a range of settings with adults, young people, and children in a collaboration with a number of organisations and charities, working extensively across the fields of mental health, learning disability, neurodiversity, drug and alcohol recovery and dementia care. In addition, we provide 3.5 days of Open Access services from our Newcastle centre to children and adults who otherwise don’t have access to music therapy.



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The Yorkshire and East Midlands region has 13 music therapists, with services across all parts of Yorkshire and the north of Derbyshire. We have a small number of Open Access clients that we see at one of our Sheffield partnerships as well as a large number of partner organisations in a wide variety of settings.

About the role

The Music Services administrator will be expected to take responsibility for a portfolio of administrative support tasks for the Music Services operations within the charity. They will work closely with the Regional Managers of our North East and Yorkshire & East Midlands regions to deliver administrative support to the Music Services operations across the regions. The workload will be set according to the evolving landscape of administrative needs within Music Services and will require proactive, positive, professional, communicative and well prioritised approach to delivering administrative support.

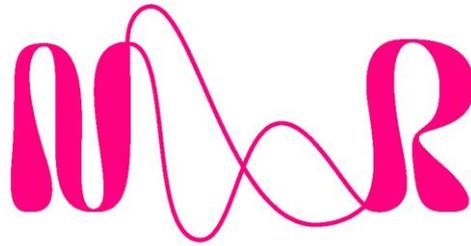
You will be responsible for:

Delivering effective and efficient Music Services administrative support to the North East region and, for one day a week to the Yorkshire & East Midlands region which will largely be delivered remotely:

- Delivering administrative support to all aspects of Music Services operations to the region including delivery, education, training and research.
- Delivering efficient administration for the Nordoff & Robbins Music Services in different regions in collaboration and discussion with the relevant Regional Manager
- As part of the administrative team, ensuring effective and timely administration-related communication systems are in place.
- As part of administrative team, ensuring administrative systems are fit for purpose at all times, reviewing and adjusting them as necessary.
- Delivering administration of national enquiry databases, inventories, invoicing and any other national administrative systems that may be required for the effective operation of our services across the UK.

To support reception services at the Newcastle centre on Wednesdays, Thursdays and Saturdays.

- Delivering reception service and greeting visitors in a friendly and professional manner. Responding to telephone and email enquiries, redirecting messages, and sending invites to sessions, etc.
- Delivering administration of session logs, cancellation data monitoring, effective online organisation of referral data, and any other aspects of Open Access delivery that may be required.
- Ensuring waiting list information is up to date and accurate, keeping track of registers. Working alongside therapists to ensure consent, GDPR documentation is explained to new starters.



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- Providing administrative support at the evening and weekend events when required, including national events.
- Delivering administration of timetabling the Open Access services within the North East region, contacting referrals as required to arrange sessions, communicating any changes to scheduled sessions and offering updates as necessary.
- Supporting organisation and running of Open Access regional events as required.

To deliver efficient and effective administration of the Open Access services nationally:

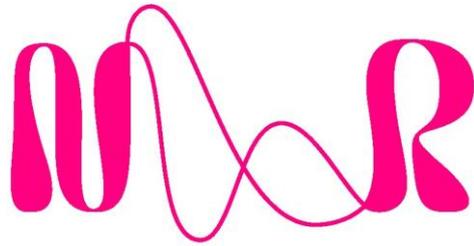
- Delivering administration of payment processing, cancellation data monitoring and any other aspects of direct referral delivery that may be required.
- Supporting Regional Managers and Facilitative Music Therapists with any aspects of invoicing process as required
- Delivering administration of the timetabling of the direct referral services
- Contacting clients, carers and partner organisations to cancel sessions in the event that one of our therapists is unable to attend at short notice.
- Inputting client referral data into our data collection system (Apricot), assisting therapists with alterations where required.

To support the Regional Managers in administrative aspects of our relationships with Partner Organisations and any other means of service provision, including:

- Assisting Regional Managers and Facilitative Music Therapists in ensuring timely payment of invoices
- Supporting the regional managers in up-keep of accurate instrument inventories and assist them with instrument orders and instrument distribution to the relevant projects as required.
- Providing any other administrative support required in any other aspect of delivery, including invoicing for regional partnerships.
- Monitor centre operations and ensure all basic office and facilities tasks and repairs are carried out in an efficient and timely manner.
- Support events and visits where necessary, including fundraising events;
- Support the maintenance of the health & safety in the centre and with regional manager ensure all checks and maintenance is up to date.

Supporting additional music therapy delivery data requirements:

- Support the delivery data needs of the organisation in collecting, reporting and processing of music therapy delivery data, responding to delivery data enquiries from any part of the organisation, and finding solutions for database queries from users within the organisation.



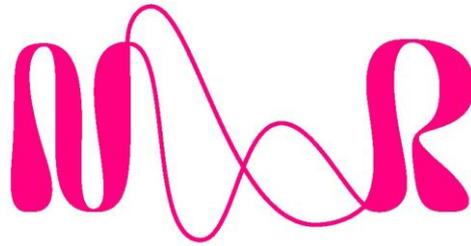
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- Support the delivery data needs of the organisation in assisting with modernisation and process redesign in data collection processes where necessary, including monitoring and reporting of data.

Other duties

- Being flexible in supporting any national events which require additional administrative support.
- Work with the Research team when required to do so, assisting with data processing for specific projects.
- To ensure high standards of communication at all times – appropriate to the needs of colleagues within the charity.

The position is subject to a basic DBS check.



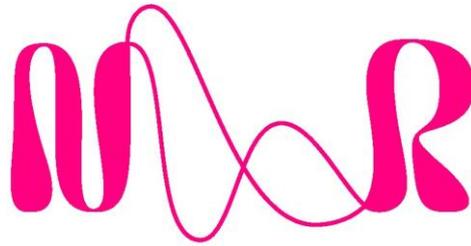
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Your skills

CORE SKILLS

These are the key skills which you'll bring to the role.

Skills and knowledge	Why this matters
Excellent written and verbal English communication skills	This role requires a competency in written communication via email and on administrative documents, as well as frequent communication on the phone/Zoom meetings.
GCSE maths/equivalent, with ability to create invoices and calculate service charges.	This role requires ensuring regional invoicing is up-to-date and accurate, utilising the invoicing logging system and ensuring all amendments are applied when necessary.
Advanced knowledge and experience of Microsoft Office applications including Excel and PowerPoint	There are a wide range of documents, databases and programmes used within the administrative and wider Music Services team, as well as in our service evaluation processes. You will need to be confident and efficient at using all software.
Demonstrable capacity to communicate quantitative and qualitative information in a range of formats: written prose (formal and informal); and through diagrams / tables	Demonstrating the impact of our work in written form in service evaluations and other methods requires an imaginative and flexible understanding of how to present data in a variety of ways best suited to the intended audience.
Excellent interpersonal skills and telephone manner	As a representative of NR, you will need to demonstrate warm, clear and effective communication when contacting external clients/carers, and colleagues across the organisation.
Proven time management skills	The role requires independence and self-directed time management, and it is essential that tasks are completed on time.
Ability to prioritise and manage workload efficiently whilst also being adaptable to different tasks and requirements	The role is flexible, and workloads/priorities will alter across the year depending on the changing needs of



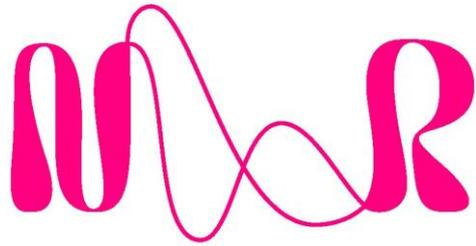
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	the region.
Experience	Why this matters
Administration experience	This role requires knowledge in how to undertake a wide range of administrative tasks from the outset, and therefore prior experience in administration is essential.
Experience of setting up and managing administrative and filing systems	Evidence demonstrating experience in creating and organising administrative systems is desired.
Experience of setting up and using databases	Databases are crucial for organisation of the growing number of services we provide.
Experience of working proactively on own initiative in relation to administrative tasks	As there is currently no permanent office in either of our Scottish regions, this role will be undertaken mostly from home. It is therefore essential that you can be proactive and motivated to fulfil tasks away from an office environment.
Experience of working to deadlines, and working under pressure	There are times when workloads will be heavier, and it is crucial to be able to effectively balance multiple tasks at once, prioritise and manage varying deadlines.
Experience of working as a part of a team	This role requires frequent communication and involvement with the regional team and wider national Music Services team.

ADDITIONAL SKILLS

These skills aren't essential, but we would be interested to hear if you have skills in these areas

Experience	Why this matters
Experience of working with vulnerable people	Our charity works with a wide range of vulnerable adults, and therefore having experience in this area will inform the way you communicate with clients and/or carers on the phone or in written communication.



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<p>An interest in music and/or music therapy</p>	<p>Our colleagues are all passionate about the potential for music to enrich the lives of those living with life-limiting conditions, disability or those in social isolation. It's important that all members of the team share our values to best support the work developing in the East and West of Scotland regions as well as nationally.</p>
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