Chetham's
School of Music

Job Description

Job Title: Music Timetable and Administration Officer

Responsible To: Music Department Manager (Line Manager)
Relevant Heads of Instrumental/Vocal Department

Context

The Music Department is at the very heart of the School and is the centre of all students' musical activities and non-academic studies. The Department has a lively, busy atmosphere, and aims to deliver the best possible musical opportunities for all its students.

Working as a part of a team of dedicated music administrators, the Music Timetable and Administration Officer (MTAO) is one of the central organising roles of the Music Department. The role has two core remits: act as the primary scheduling role for the string, vocal and composition departments (plus contact points for all Instrumental Music Tutors'/students' timetable enquiries); the role also offers administrative support to its nominated Head of Department (Head of Vocal and Choral Studies). The anticipated average split in role remit is 75% scheduling, 25% Head of Department direct support – although this may vary on a weekly basis as required.

Key Duties (Timetabling/Scheduling): Term Time

The MTAO's main responsibilities is to timetable all instrumental lessons as required on a weekly basis. Presently this amounts to approximately c.50 tutor timetables (scheduled weekly). There are two MTAO's employed within the team with one role taking the lead for scheduling String, Vocal and Composition departments' lessons – the other role leads on the Keyboard and Woodwind departments. (NB: The Brass & Percussion Department and majority of room scheduling is covered by the Music Department Assistant role). All timetabling is currently delivered through the use of 'StREAM', the School's own bespoke timetabling software.

Other key duties include:

- Scheduling of Accompanists' times for lessons, as requested by the Tutors or Heads of Department.
- Resolving all lesson clashes promptly and reacting to any changes of Tutor schedule as required.
- Ensure all students recieve their required allocation of tuition in a student-centred manner (i.e. timetabled at appropriate times according to age and

stage and scheduled around any notified key academic lessons/ external activity).
- Support the weekly rota of instrumental tutors' room bookings and disseminate information as required.
- Act as a central communication channel for department specific instrumental tutors, ensuring all teaching staff within the department are aware of forthcoming School activities which may impact on schedules, and deal with any queries and requests that may arise.
- General timetable/schedule administration, including: collating tutor availability; ensuring all timetable related material and StREAM database allocations are accurate and up-to-date at all times; maintaining accurate and detailed records are kept of teaching activities.
- Follow up any unexpected student or tutor absenses.
- Support the work of the Music Department Assistant with regards to notifying contractual changes, allocation changes and any extra tuition charges.
- Log and communicate tutor sickness to releant members of staff.
- Any other duties as directed by the Music Department Manager within reasonable scope of the role.

Key Duties (Heads of Department Support): Term Time

Alongside timetabling/scheduling responsibilities, the MTAO role is required to support their nominated Head of Department with a broad base of administrative duties during term time weeks. These will include (but are not limited to):

- Student/Parent correspondence as required.
- Logistical planning and scheduling of department specific masterclasses/performance classes from visiting musicians.
- Administrative support for any larger-scale departmental activies (performance days, Music Course activities, competitions etc).
- Scheduling and logistics for any specific departmental classes during Wednesday 'Music Blocks' as required.
- Some external staffing at performances/department activities if required and reasonably undertaken within the hours of the role.
- General administrative support.
- Any other duties reasonably reequested within the scope of the role.

Additional Duties (timetabling): Non-Term Time

Subject to available hours remaining, the MTAO (Vocal/Strings/Comp) may be required to assist with preparatory timetabling for the term ahead, plus assisting with the preparation of the new academic year student allocations and tutor contractual hours notices.

The musical allocations for the entire student body are reviewed and updated annually. The collation of this information forms the backbone of the Department's administrative and contractual systems for the following year. The MTAOs create a comprehensive and accurate database containing all allocation information and ensure that this information is updated and reflected in all associated systems.

CHILD PROTECTION AND SAFEGUARDING CHILDREN

As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy, the Staff Code of Conduct and related documents (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Joint Principal (NS).

Our Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the above job description

Employee's Name .....

Employee's Signature .....

Date .....

Chetham's
School of Music

Personal Specification:
Music Timetable and Administration Officer(s)

The roles of the Music Timetable and Administration Officers are genuinely unique. Working in the largest of all of the specialist Music Schools in the country, they are also demanding and challenging roles. There may only be 320 students in the school, but each of those students may have two or three instruments, which they receive tuition on every week from over 100 different instrumental tutors, who in turn come on different days each week – fitting in their teaching around their own complicated and busy work schedules… This is not even to mention the chamber and group classes that students and tutors also take on a weekly basis. And all of this takes place around a normal school day for children aged 8-18!

It's your job to get them all the right students in all the right places, with the right teachers and at the right time. Whilst you're constructing this weekly Rubik's Cube, you are also supporting your designated Head of Department with a variety of administrative support. This role is definitely about 'spinning plates'.

But, with your sense of humour and down-to-earth nature you will meet the challenges head-on. You will need to be outstandingly organised, logical, quick thinking and entirely approachable. Your weekly workload may look like a week-long crossword or Sudoku puzzle, but by the end of it, you will have the satisfaction of having contributed directly to building the musical lives of the future. You will also be in excellent company – we are a small but ever-friendly team working to support what feels like one big family.

Experience

Essential:

- Minimum 2 years' experience working in a busy administrative office environment including demonstrable work experience in face-to-face, telephone and email communication, dealing efficiently with enquiries from multiple and varied sources.
- Demonstrable experience of, and genuine enthusiasm for scheduling and detailed time planning.
- Demonstrable experience of meeting regular deadlines.

Preferred:

- Previous experience of working within the education sector.
- Knowledge of the classical music industry/musicians' scheduling demands.

Qualifications / Training

Essential:

- Excellent and demonstrable computer literacy skills for standard Microsoft Office packages e.g. Word and Excel etc.

Communication

Essential:

- Impeccable spoken and written English.
- Communication intelligence: knowing what, to whom and when information needs to be passed on.
- Excellent interpersonal skills, tact and diplomacy.
- A calm and approachable manner. Able to communicate and work alongside students (as young as 8 and upwards to 18), professional musicians and Heads of Departments alike.
- The ability to communicate complicated scheduling information calmly and cheerfully is an essential.

Personal Qualities

Essential:

- Approachability to all. Our students and our staff have to live the complicated schedules that you help to construct. They need to know that changes can happen, things can go wrong, and we're all only human. But no matter what – we're there to help with a smile.
- Ability to work on own initiative with a calm and tolerant approach to pressure and demanding workloads.
- Demonstrable initiative and logic with regards to problem solving.
- Impeccable time management with an unflappable ability to work to regular and multiple weekly deadlines, without fail.
- Well organised in all aspects of working practices.
- Excellent memory and meticulous attention to detail (and excellent cross-referencing skills).
- Flexibility with regards to working hours, practices as required by the job description.
- Reliable, conscientious and able to work as part of a team – knowing when to ask for help, and also when to offer support to fellow colleagues in return.
- Ability to identify and implement improvements to working systems and practices where required.
- Strong sense of humour and a sunny disposition.