

Administrator Role Description



Summary

- Purpose of role:** To support the smooth running of English Symphony Orchestra's business operations, including governance, finance, HR and events.
- Responsible to:** Chief Executive Officer
- Contract type:** 5 x 8-hour days per month, additional days by agreement when required
- Terms:** £12 per hour, employee of ESO(2006) Ltd.
- Location:** Hybrid - primarily home working, but with in-person attendance at concerts and other meetings and events as required.

Duties and Responsibilities

Governance support

- Assisting the Chief Executive in supporting the Board by scheduling meetings, taking minutes, circulating papers and updating the Charity Commission and Companies House as directed
- Organising & running regular staff meetings including collating agendas, circulating papers and taking minutes
- Implementing and maintaining efficient administration systems for the smooth-running of ESO

Financial administration

- Inputting financial information into ESO's finance system, QuickBooks, and maintaining associated filing systems, budgets and reports
- Issuing invoices and credit control
- Making payments via online banking in line with company financial procedures
- Liaising with accountants for monthly payroll and management reporting, assisting with tax returns and Orchestra Tax Relief claims
- Reconciling payments
- Petty cash / banking cash and cheques as necessary
- Responding to day-to-day finance enquiries

HR support

- Keeping annual leave calendars and records up to date
- Updating CPD logs and booking training e.g. First Aid, Safeguarding, GDPR
- Administrative support for recruitment processes such as advertising roles, issuing invites, preparing paperwork, managing the running of recruitment days etc
- Booking travel and accommodation as directed

Customer service

- Event box office support including producing customer lists, taking on-the-door sales including card and cash payments, and providing high-level customer service
- First point of contact for general email and telephone enquiries - respond to or direct as appropriate

General Duties

- Attendance / support at meetings as directed
- Collating reporting data for funders as directed
- Administration of ESO's Google Workspace account as directed
- Providing administrative support to other departments as needed
- Contributing to ESO's social media presence and amend website as directed
- Attending conferences, professional development training and other networking opportunities as necessary
- Other reasonable duties as deemed appropriate

Required

- Excellent written and verbal English
- The ability to work independently and as part of a team
- Previous experience of working in a bookkeeping and administrative role
- Excellent IT skills and a good working knowledge of Microsoft Office and/or Google applications including Excel, Word, Powerpoint, Google Sheets, Google Docs and Google Drive
- Ability to regularly attend events in rural Worcestershire, Herefordshire and Gloucestershire.
- Ability to work with tight timeframes within a pressurised environment
- Ability to work flexibly to meet the needs of the orchestra

Desired / advantageous

- General knowledge of classical music, orchestral music or the arts
- Experience of working in the arts or charity sector
- Familiarity with the Orchestra's home region - Worcestershire, Herefordshire and Gloucestershire
- Experience of using Quickbooks or other accounting system
- Experience of using Wordpress or another CMS
- Demonstrable understanding of charity and company reporting requirements
- Training or working knowledge of GDPR
- Driver with own vehicle