

JOB DESCRIPTION

Making Music Platform Manager

1. Who is Making Music?

Making Music is the UK association for leisure-time music groups, representing over 4,000 members made up of around 220,000 musicians of all types, genres and abilities.

Making Music supports, connects, champions and celebrates groups of people making and presenting music in their communities. We offer our members practical services, artistic and networking opportunities, and speak on their behalf to policy makers and others. Our aim is for music groups to make the most of Making Music as their home and ally.

Our vision is that everyone has the opportunity to be part of a music group.

Our mission is to support, connect, champion and celebrate groups of people making and presenting music in their communities.

The 5 aims of our new 5-year plan from 2023 are:

| | | | | |
|---|---|--------------------------------------|---|-----------------------------|
| 1- Music groups make the most of MM as their home and ally | 2- Music groups are more sustainable | 3- Music groups are connected | 4- Leisure-time music is recognised and valued | 5- MM is sustainable |
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Our values are:

- We **believe in** the value of leisure-time music groups
- We are facilitators: we **empower**
- We are **respectful** of everyone we connect with
- We **listen**, we care, we are always learning
- We are **transparent** and value the trust we earn
- We share and **collaborate** generously
- We **do what we say** we're going to do

What is the Making Music Platform?

Making Music Platform is a paid for service we provide for members. It is an online platform to help them run their music groups. It includes:

- A public facing website
- A member login area
- Databases to manage membership and activities
- Email communication with members and supporters
- Tools to help with group management including; document sharing, invoicing, data reporting and taking card payments for memberships, merchandise and event bookings

We sublicense the software Making Music Platform is based on from an Australian company called HarmonySite. When a member buys a Making Music Platform we set up an 'empty' platform for them – it is then their platform to create and manage. Our job is to provide help and support when they need it, first when setting it up and then ongoing, if they have issues. We also have support from HarmonySite developer. Members also support each other on a closed Facebook group.

1. What are the details of this job?

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|---------------|--|
| Office: | 8 Holyrood Street, London, SE1 2EL |
| Salary: | £32,010 per year |
| Line manager: | Lily Funnell, Membership and Services Manager |
| Hours: | Five days or 37.5 hours a week: <ul style="list-style-type: none">▪ Hybrid office/home working is possible though there is an expectation that at least 3 days a week will be in the office.▪ Occasionally you might need to work additional hours, for which time off in lieu will be given. |

What does this job do?

- Supports members with the Making Music Platform service
- Manages the Making Music Platform service which includes communicating with the HarmonySite developer and server company
- Line management of the Making Music Platform Support Officer on 3pdw

2. What kind of person are we looking for?

A proactive person who can work in a team and use their own initiative. Someone who is practical and organised and confident to try new ideas and drive work forward.

The role requires good IT skills. But that does not necessarily mean in-depth technical knowledge (e.g. html or php).

Full training on the specifics of Making Music Platform will be provided – the key things for this role are: a technical, logical and curious mind, and the ability to communicate effectively with non-technical people.

Essential skills and experience

- Technically minded
- Good problem-solving skills – able to identify issues and work through solutions logically
- Able to drive work forward to completion
- Able to build rapport and relationships
- Interested in learning new concepts and ideas
- Able to communicate confidently and clearly, via telephone and email in particular
- Able to communicate about technical issues with non-technical people
- Experience of working in the backend of a database and website system:
 - Knowledge of website administration concepts (in any platform, e.g. WordPress)
 - Familiarity with database concepts such as tables, fields and views
- Excellent customer service skills
- Excellent attention to detail
- Able to prioritise workload
- Able to work under own initiative and take ownership of work

Desirable skills and experience – please note: desirable, not essential!

- Some technical knowledge (like HTML, CSS and php) – but this is not essential. General technical aptitude is more important – so don't be put off if you don't have this level of technical knowledge.
- Some understanding of leisure-time music or experience playing or singing in a leisure-time music group

- Line management or team leader experience
- Experience presenting at online events would be advantageous but not essential

Duties include:

Making Music Platform

- First point of contact for Making Music Platform queries (inbound telephone calls and email queries via Freshdesk (support ticket management system))
- Take ownership of queries and work to diagnose and resolve technical issues and communicate with members within agreed response times
- Ensure commonly reported issues are flagged to the Membership and Services Manager and fed back into internal and external guidance
- Escalating queries to HarmonySite developers and working with them to respond
- Monitor a closed Facebook page for Making Music Platform users
- Creating template Making Music Platforms for new members signed up to the service
- Importing data to newly created Making Music platforms
- Creating internal guidance documentation for Making Music Platform support
- Lead on developing written and video help guides for using Making Music Platform, with oversight from the Membership and Services Manager
- Lead on running events to promote Making Music Platform to new members, with oversight from the Membership and Services Manager. Lead on running events for existing Making Music Platform users, with oversight from the Membership and Services Manager.
- Lead on any server updates and disruptions, liaising with the server company (Hosting UK), the developer of Harmonysite, and the Membership and Services Manager to rectify these
- Communicate with Making Music Platform users about updates and improvements to the software
- Manage the relationship with the developer for Making Music Platform
- Manage the relationship with the server company
- Work with the Deputy CEO, Membership & Business Development, the Marketing Director, and the Membership and Services Manager on campaigns to promote MMP to more members
- Ensure that all Making Music Platform related invoices are paid promptly and chase members when required
- Review monthly invoices sent by the developer to ensure that all charges are expected
- Any other duties as outlined by the Membership and Services Manager and the Deputy CEO, Membership & Business Development as required