

# Office & Membership Assistant

## Section 1: What is Making Music and what do we do?

Making Music is a membership organisation and a charity. Our 3,200 members are music groups of people coming together in their leisure time to make or present music of all kinds.

We support them with practical services (e.g. insurance), we offer artistic development opportunities (for instance performance opportunities or the chance to engage with professional musicians), and we speak on their behalf to government and regulators, to make sure that their music activity does well and that more and more people are able to take part in music.

## Section 2: Job Summary

This post is for 4 or 5 days (28 or 35 hours a week), fixed term for 12 months. It is likely to be become a permanent post. The hours and days could be flexible.

Location: 8 Holyrood Street, London SE1 2EL

Salary: £17,108 full-time/£13,686 pro rata

Reporting to: Membership & Services Manager

## Section 3: Job Details

The overall purpose is to take responsibility for looking after our office (with help); and to support the membership team with membership and services administration.

### Duties include:

#### 1. OFFICE

Visitors, organisations, and space hire:

- Act as first point of contact for visitors and make them comfortable
- Liaise with other organisations and individuals sharing our office space
- Liaise with other organisations in the rest of the building and with the landlord
- Manage hires of the meeting room and spare desks to individuals or organisations; e.g. promote the space, take bookings, invoice hirers
- Manage bookings of the meeting room internally
- Set up the meeting room for external or internal bookings, e.g. technical set up
- Organise catering if needed for internal or external meetings

Make the office environment as efficient, pleasant and comfortable as possible for all users:

- Oversee the efficient running of the kitchen, including ensuring equipment is working, supplies are always available and tidying rota is in place
- Organise repairs or replacements of furniture or other equipment
- Order supplies, e.g. stationery, refreshments
- Liaise with suppliers, e.g. maintenance engineers for photocopier
- Ensure the office space is a pleasant working environment, e.g. water plants
- Organise shelves and storage
- Look after recycling and rubbish
- Make sure all users know procedures in the office and stick to them (e.g. rotas)

General office admin:

- Post: receive and sort mail, frank and dispatch mail every day, look after the franking machine
- Finance: manage petty cash and cheque payments into the bank
- Social: help organise e.g. staff events, birthday cards and cakes

## 2. MEMBERSHIP

- Act as telephone contact (alongside membership team), including answering queries and liaising with colleagues/passing on messages or calls as necessary
- Support the membership team with any administrative tasks, including:
  - Work on our database throughout the year
  - Processing new membership applications
  - Membership renewals
  - New member packs or joining packs
- Research and put together information about potential members including keeping data provided by colleagues; researching contact details for potential members; helping with recruitment mailshots and similar activities

## Section 4: What kind of person are we looking for?

Making Music would like to find a methodical and organised person, good at communicating, who takes pride in supporting our membership, staff team and others visiting or sharing our office space. Love of music is a bonus!

### Essential:

- Experience of working in an office
- Able to communicate confidently and clearly, via telephone and email in particular
- Excellent customer service skills
- Good with Microsoft Office programs and keyboard skills
- Excellent attention to detail
- Able to manage routine tasks efficiently and methodically
- Able to work as part of a small team and being flexible

In addition, as a team we all believe in and try and act on these values:

### ***We listen to and care about members***

Members are at the heart of what Making Music does. We want to understand what matters to them, and we will always go the extra mile to help them.

### ***We keep promises***

When we say we will do something, we will do it. If something stops us doing it, we will say so and think about what we could do instead.

### ***We are collaborative and inclusive***

We achieve more by working with others, complementing, not competing, and by making sure everyone can take part fully in our organisation.

### ***We enjoy creative problem-solving***

We have a can-do attitude. We learn from what has gone before, but are not afraid to try new things and love thinking laterally.

### ***We empower***

We give our staff real responsibility and opportunities to contribute and develop. In return we expect them to take personal responsibility.