

## Job Profile Information: Music Officer (part-time)

This supplementary information for *Music Officer* is for guidance for Job Level 2 Zone 2

### Camden Way Category 2

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### Role Purpose:

To provide support to meet the needs of the Camden Music Service, particularly with regard to advising parents and tutors, taking payments, maintaining the accuracy of data on the database, assisting with the maintenance, issue and return of instruments from the hire collection.

#### Example outcomes or objectives that this role will deliver:

- Responding promptly and courteously to questions and complaints from parents, tutors and schools, by email, by phone and face-to-face, acting as the first point of contact with the service.
- Preparing documents, invoices (via the CMS database) and correspondence as required
- Taking payments by phone and accurately recording necessary details.
- Arrange instrument hire and return, assisting with checking returned instruments, and storing them correctly
- Maintaining the accuracy of information on the database, recording payments, and changes in activity/hire records.
- Maintaining tidiness and order within *a busy and highly trafficked office environment, and in the instrument storage area*

#### People Management Responsibilities:

N/A

#### Relationships;

With peers and managers in the Music Service, with 150 (approx.) instrumental tutors, with parents accessing services, with teachers, administrators and Headteachers in Camden schools, with Camden Music Trustees and Hub Partners.

#### Work Environment:

Office-based, this post is not suitable for home-working.

## **Technical Knowledge and Experience:**

### **Qualifications:**

A music or arts degree or a teaching qualification, or equivalent qualification from a conservatoire or equivalent experience working in a local authority music service.

### **Experience:**

- Experience of working in administration using word processing, databases and spreadsheets.
- Experience of music services or arts organisations (in some capacity)
- Working knowledge of at least one family of instruments.
- Experience of dealing with the public

### **Skills:**

- Communication skills (verbal and written) at a high level and with a wide range of respondents
- Ability to work flexibly, to be creative and to respond calmly and constructively in a high-pressure environment
- Excellent numeracy and literacy skills, including mental arithmetic.
- Ability to work to a high level of accuracy and consistency.
- Ability to work as part of a team.

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility