



Admin and Operations Officer, Brighter Sound Job Description

Full-time: 37.5 hours a week over 5 days

Salary: £20-22,000 dependant on experience

Contract: Permanent

Location: Manchester, with some home-working

Overview

We're looking for a highly organised, detail-oriented and enthusiastic Admin and Operations Officer to join the Brighter Sound team.

The successful candidate will be joining the organisation at an exciting time as we play a role in the recovery and reset of the music sector, and as we continue to grow and look to new opportunities for the future.

As Admin and Operations Officer you'll play a central role at Brighter Sound, supporting the Head of Operations and Finance to carry out and maintain the core functions of the organisation, including business workflow and administration, HR, operations, governance and finance.

Key Responsibilities

Office and Resources management

- Day-to-day office management support including filing, and fielding questions from the team to ensure the smooth running of the office and the company's processes and procedures
- Assist in asset management
- Support the fundraising strategy across the organisation

Operations

- Support the systematic management of policies and their implementation across the company's operations
- Support Health and Safety and Risk Assessment management and implementation, liaising with project managers
- Support management and maintenance of contracts for suppliers and artists across our programmes
- Support management, maintenance and delivery of the company's Monitoring and Evaluation, including working on our CRM, Survey Monkey and other data collection platforms to support data collation and analysis
- Report to and assist Head of Operations in daily tasks and duties
- Analyse and maintain operational data
- Support processes around HR – appraisals, contracting, induction, wellbeing, meetings, as well as supporting development and implementation of HR strategy
- Maintain strong relationships with partners and organisations
- Key responsibilities in relation to Equality, Diversity and Inclusion (EDI) and our Environmental approach

Projects

- Assist in direct project work, including Manchester Music City, through administrative support and contribution to discussions
- Support the smooth operation of projects through direct project support, administration and logistics
- Support the Marketing Team to ensure opportunities are administered and promoted to support broad reach

Finance

- Practical support of finances as required
- Other general bookkeeping such as liaising with the team on expenditure reconciliation
- Coordinate some company purchases – working with the Programmes team and Head of Operations – such as travel, equipment and other supply costs
- Support financial reporting for staff and senior management
- Play an important role in connecting financial procedures between Operations and Programmes
- Help to develop systems to support and improve processes

Board Secretary

- Support logistics around Board meetings
- Collect and create minutes focused on actions
- Work with the Director to ensure that trustees of the Board are supported in their role

Report to: Head of Operations and Finance

Person specification

The key personal skills required for this role are:

- An excellent team worker with the confidence and initiative to work alone
- Excellent attention to detail – a completer finisher
- An organised, methodical and thorough approach to work and achieving objectives
- A proactive approach to tasks, with a desire to take responsibility and take initiative
- Ability to stay calm under pressure
- Excellent communicator; open and inquisitive
- Excellent at juggling tasks and prioritising
- A helpful, friendly person who is keen to support colleagues, stakeholders and members of the public
- Excellent ability to form and maintain effective working relationships with a wide range of people
- An eagerness to learn and a commitment to your own Continued Professional Development

Requirements

Essential	Preferred
Good awareness of Brighter Sound and its work	2+ years' experience in operations
Experience of, or strong awareness of the cultural and charity sectors	Proficient with online platforms such as SurveyMonkey / Eventbrite
Adept problem solver and decision maker	Experience of working with CRMs
Excellent communicator both orally and written	Experience developing and modeling human resources
Detail-oriented	
Highly organised	
Diligent and proactive	
Respectful of deadlines	
Good relationship builder	
Proficient in Microsoft Office, and Google Suite	
Experience in operations functions	
Experience with governance such as policies	

Budgeting experience, including project budget management	
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There will be a three-month probationary period for this position, during which your notice period will be one week. The notice period will increase to one month once the probationary period is complete.

All posts are subject to Disclosure and Barring Service (DBS) enhanced disclosure checks.

Staff benefits

- Annual leave entitlement: 25 days a year, plus public holidays
- Pension: Auto enrolment begins three months after the start date. Payments are in line with the statutory auto enrolment requirement
- Flexible working and home working
- Brighter Sound is committed to supporting employees with their professional development and regularly offers a wide range of organisational and individual training opportunities

How to apply

Please send the following documents to recruitment@brightersound.com

1. A copy of your CV

2. A cover letter (no more than 2 sides of A4) giving examples of your past experience to outline how you meet the key requirements of the role, including the skills listed in the person specification
3. A completed [Equal Opportunities form](#)

We're committed to supporting and meeting the needs of people with learning difficulties or disabilities. If you require any support with the application process, please call us on 0161 546 5334 during normal working hours (Mon-Fri, 9am-5pm).

Deadline: Monday 23 August, midday

Interviews will take place on Thursday 2 September.

If you have any questions, please contact our Head of Operations and Finance Gareth Davies on 0161 546 5334 or gareth@brightersound.com

Equal opportunities

We strive to ensure that opportunities to work and develop at Brighter Sound are open to all. We treat all job applications equally, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sex, sexual orientation or any other equality characteristics. We particularly encourage applications from disabled people and people from black, Asian and minority ethnic backgrounds, as these groups are currently underrepresented in the cultural sector.

Brighter Sound is part of the Disability Confident scheme. We guarantee an interview to anyone who has a disability and meets our assessment of the minimum criteria for the role.

About Brighter Sound

Brighter Sound is a pioneering creative music charity based in Manchester. We nurture the music creators, leaders and industry professionals of the future, with a strong focus on supporting people who are underrepresented, or face barriers.

Rooted in the North of England and open to the world, our bold and responsive programme includes creative projects, commissions, residencies, workshops, training and events to help people with everything from artistic and career development to building communities, personal confidence and wellbeing.

Our main areas of work are:

- Supporting **children and young people** from all backgrounds to take part in high-quality and inclusive music making opportunities.
- Supporting and developing **emerging artists, music facilitators and industry professionals**, encouraging them to be innovators in their own careers, and active contributors to a fairer and more sustainable music industry.

- Connecting our participants to **inspirational role models** - in the past we've worked with artists like Kendrick Lamar, Nadine Shah, Max Richter, Ray BLK, Everything Everything, Stealing Sheep, Shiva Feshareki, Anna Meredith, Imogen Heap, Bugzy Malone and Snarky Puppy.
- **Gender equality** - since 2013 we've been working at the forefront of gender equality to create change for women and gender minorities in music. Our Both Sides Now initiative includes artistic development, training and apprenticeships, resources for music education and a new programme of leadership development, which includes the setting up of a brand new record label.
- **Strategic development** - we work strategically across music education and talent development as a founding member of Youth Music's Alliance for a Musically Inclusive England, and as a PRS Foundation Talent Development Partner. We are also sector lead for Manchester's membership to the international Music Cities Network.
- Producing **one-off music events and commissions**, working with organisations like Reebok, the Great Exhibition of the North and Manchester City Council.

For more information please visit www.brightersound.com or follow us on Facebook, Instagram and Twitter @BrighterSound