

BAND ON THE WALL



November 2021

Dear Applicant,

Thank you for your interest in the position of **Learning Programme and Venue Assistant** at Band on the Wall.

This application pack includes:

- Job Description
- Person Specification
- Guidance for applicants
- Application Form
- Equal Opportunities Monitoring Form

The closing date for receipt of completed applications is **9:00am on Monday 6th December 2021**. We regret that applications received after that time cannot be considered.

Please submit your application as a single attachment by email to:
hr@bandonthewall.org

Please note that we cannot accept CVs for this post.

Shortlisted candidates will be contacted by phone or email by **5.00pm Friday 10th December**. If you haven't heard from us by then, please assume your application was not successful this time. Due to an expected high volume of applications we regret that we are unable to contact unsuccessful applicants personally. Interviews will be **w/c 13th December 2021**.

We hope that this pack will help with any questions you might have about the application process. However, if you have any further queries, please email hr@bandonthewall.org

We look forward to receiving your application and thank you for your interest in Band on the Wall.

Best wishes,

Bella Hardy
Head of Learning Programme
Inner City Music Ltd

JOB TITLE	Learning Programme and Venue Assistant
REPORTS TO	Head of Learning Programme/Learning Programme Manager, Administration and Operations Manager
RESPONSIBLE FOR	n/a
KEY RELATIONSHIPS (Internal)	Learning Programme Manager, CEO, Director of Operations, Head of Production, Head of F&B, Assistant Venue Manager
KEY RELATIONSHIPS (External)	Community and Learning Partners, Freelance Project Leaders
SALARY	£18,500 p/a
HOURS	37.5 hours per week inc. occasional evening and weekend working
LOCATION	Manchester
HOLIDAY ENTITLEMENT	28 days p/a including bank holidays
PERIOD OF CONTRACT	Permanent
PROBATIONARY PERIOD	3 months
NOTICE PERIOD	1 month during probationary period, four weeks' notice up to four years of continuous employment; thereafter, one week's additional notice for each year of service up to a maximum of 12 weeks' notice for both employee and employer.

SUMMARY

A support role at a busy live music venue and educational facility, this post will provide administrative assistance to the Learning Programme and support the day-to-day operation of the building when it relaunches in early 2022. The newly expanded venue will benefit from purpose-built, enhanced learning and participation facilities in its first floor 'World of Music' suite.

The Learning Programme and Venue Assistant will work closely with the Learning Programme Manager to ensure all necessary admin tasks are completed and the programme delivered smoothly. They will also be the point of contact for the daytime usage of the venue/learning and participation facilities, welcoming visitors and ensuring a pleasant, efficient service for both in-house and external learning providers and participants.

KEY TASKS

- Developing a broad understanding of the learning programme
- General admin support to the Learning Programme Manager
- Coordinating the learning programme diary

- Responding to learning programme enquiries and directing emails to the correct person
- Managing DBS checks
- Liaising with schools about dates, requirements, and DBS checks
- Handling bookings of in-venue school days
- Using Band on the Wall's operational database and ensuring all relevant learning programme information is entered
- Dealing with participant registrations
- Sending confirmation email and reminders to schools, partners, freelancers, and participants
- Preparing spaces within the venue for activities
- Preparing refreshments
- Greeting participants and showing them to the relevant space
- Undertaking basic health and safety housekeeping requirements for visiting parties where necessary
- Being a welcoming presence for participants and parents at the venue
- Ensuring the smooth running of venue learning activities, dealing with problems as they arise
- Ensuring safeguarding standards are met in all activities
- General office admin duties including maintaining and ordering office supplies and distributing post
- Receiving general Band on the Wall enquiries and forwarding to the appropriate department

Please note: this list is not exhaustive and tasks not specifically outlined above may be required of the successful applicant in future, in response to changing business needs.

PERSON SPECIFICATION AND CRITERIA

The ideal candidate will be a personable self-starter with a keen eye for detail and an enthusiasm for live music and music-based learning.

Essential	Desirable
Proficiency in Microsoft Office suite including Excel and Word	Basic understanding of safeguarding
Administrative experience	Experience of using digital databases and booking systems
Strong verbal and written communication skills	Experience in a customer-facing role
Commitment to inclusivity, equality and diversity	Employment or voluntary experience of working with young people

This post is subject to enhanced DBS checks. The successful candidate will be required to hold an enhanced DBS certificate. This can be applied for through Inner City Music Ltd in the instance of a successful application. Should the candidate be considered unsuitable following a DBS check, the offer of employment may be rescinded.

Band on the Wall is founded on the principles of equity, equality, diversity and inclusivity. All job applications will be given equal consideration and we particularly welcome applications from black and minority ethnic and LGBTQ+ candidates, and those with disabilities, as these groups are underrepresented in our sector.

Band on the Wall is a Disability Confident Committed Employer.

If you are disabled and your application meets the minimum criteria for the post, we guarantee you an interview.

Deadline for applications: Monday 6th December

Interviews: w/c 13th December

GUIDANCE NOTES FOR APPLICANTS

These notes are intended to help you to participate in the selection process as effectively as possible by providing us with all the information needed to demonstrate how you meet the requirements of the job. Please read these notes carefully before completing your application form. If you have any difficulty in completing the form or there is anything we can do to assist you, please email hr@bandonthewall.org

REVIEW THE CONTENTS OF THE JOB PACK

The application pack includes a full job description and person specification. If these documents have been omitted from your pack, please call us to obtain copies. The purpose and key tasks and responsibilities of the position are set out in the job description. The knowledge and experience and skills and attributes we are looking for in the successful candidate are listed in the person specification. It is important to read carefully all the information in the application pack before completing the form.

COMPLETING THE APPLICATION FORM

General Points

Please do not attach your CV or copies of education certificates to your application form. Applications in the form of CVs will not be considered.

Working through the form

Ensure that you clearly state the full job title on your application form. Think about what evidence you can provide to demonstrate you have the necessary knowledge, experience, skills and attributes to do the job. You may also want to include voluntary/unpaid work experience, or experience gained in a role of responsibility in one of your leisure pursuits if this is relevant to the requirements of the job.

The section marked 'Supporting Statement' is particularly important. This is where you make your case for why you wish to apply for the job and what makes you a suitable applicant. In this section it is important that you provide us with evidence to demonstrate

that you possess the knowledge, experience, skills and attributes required as set out in the person specification for the job. It is not sufficient to merely state that you have the knowledge, experience, skills or attributes required, you will need to provide specific examples of what you have done and how you believe this demonstrates you meet each requirement. You might find it helpful to address each of the items in the person specification separately in the order they have been listed to ensure you address them all. It is important to remember that those involved in the selection process cannot guess or make assumptions about you. Make sure you tell us everything relevant to your application and that you complete all the sections on the form.

Do not forget to proof-read your form and check for any errors before returning it to us.

Please return your form to Band on the Wall and ensure that it reaches us before 9am on the closing date. Applications received after the closing date cannot be considered.

SHORTLISTING

Shortlisting will take place as soon as possible after the closing date and is always carried out by at least two people.

Unfortunately, due to the high volume of applications expected we are unable to write back to all those who are unsuccessful at this stage or to give specific feedback on why you have not been shortlisted. If you have not heard from us within two weeks of the closing date, you should assume that your application has been unsuccessful on this occasion.

If you are shortlisted, we will normally contact you by telephone or email to invite you to interview. This will be confirmed by an email which will outline full details of the selection process. This may include carrying out a selection exercise to test your ability to carry out specific requirements of the job.

In some instances it may be necessary to hold the selection process in two stages and applicants may be called back for a second interview. You will be given full details about the arrangements if it is decided that a second round of interviews is necessary.

All offers of employment with Inner City Music Ltd/Band on the Wall are made subject to receipt of satisfactory references. Additionally under the Asylum and Immigration Act, we are required to check that anyone taking up employment with us has the legal right to work in the UK. All successful applicants will, therefore, be asked to provide us with documentary evidence to support their entitlement to work in the UK prior to taking up employment.

DATA PROTECTION ACT 1998

Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with your application and in the recruitment process. We are the data controller for your personal data and will ensure it is used and stored in accordance with the Data Protection Act (1998), the Privacy and Electronic Communication Regulations (2003) and the EU General Data Protection Regulation (EU 2016/679). If you are the successful candidate, your application form will be retained and form the basis of your personnel record. Information provided by you on the equal opportunities monitoring form will be used to monitor Band on the Wall's equal opportunities practices. By submitting your completed application form you are giving your consent to your data being stored and

processed for the purposes of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate.

Good luck with your application.