



Applicant Pack

Academy Administrator



The Role

The Academy Administrator is a key role within the organisation, being the first point of contact for all Academy enquiries. This is a busy, public facing role suited to someone who will enjoy getting to know and supporting the World Heart Beat community, especially our children, young people and their families.

The applicant must be passionate about creating opportunities for children and young people across south London, to learn and be inspired by music. The role offers a chance to work with a highly skilled team at an exciting and pivotal time for the organisation as we expand our new music education centre and concert venue at Embassy Gardens.

Kimber Road, where this role is based, is the founding site of WHB and continues to be the main delivery hub for the Academy. The Academy Administrator will work alone on some days of the week; however, it is also regularly used by other WHB staff.

Job Purpose

To effectively manage the Academy's administration, supporting our busy team, working flexibly across our varied programme strands. You'll be responsible for communicating with teachers, students, their families, and colleagues to ensure the efficient set up, delivery and evaluation of our music teaching programme across our two main sites.

The role is pivotal for World Heart Beat. The Academy Administrator manages a heavy and varied workload, that includes setting up and developing office filing systems and empathetic communication with external organisations and individuals.





About Us

World Heart Beat is a registered music charity. Its programmes enrich the lives of children and young people, and its communities. We place social justice at our heart, providing equality of access through the removal of financial barriers to all, and giving a voice to those who are underrepresented.

World Heart Beat was established in 2009 by Sahana Gero MBE to meet the need for music tuition outside of school, and creative industry skills training, for some of London's most disadvantaged young people. The organisation now enters a new phase, opening a second site in Nine Elms, south west London. Our Embassy Gardens building, situated adjacent to the US Embassy, comprises a state-of-the-art concert hall (the first to open in London since 2008), industry standard recording studio, media broadcast room, teaching spaces and café/bar.

World Heart Beat Embassy Gardens is situated in the heart of a new neighbourhood, which forms part of the major Nine Elms regeneration. Our venue is immediately adjacent to housing estates which are amongst some of the poorest in the country, and where arts engagement is low, and fulfils a gap in provision (previously under-served for music venues (just two pubs and youth services). We are committed to providing access to quality, inspiring and joyful concerts, and events for the community, and to playing a crucial role in social cohesion.

Our broad global music programme is intended to appeal to a breadth of audiences, reflecting the vibrant diversity of London, attracting music lovers from across the capital and from our communities. Our concert programme features international musicians, as well as emerging artists at the start of their careers. Embassy Gardens will also enable us to do more for young people than ever before. Our outstanding facilities, including our studio, means we can record young musicians, giving them a foot up in their careers, as well as deliver our EMERGE training programme, which is designed to address the lack of representation of women, Black and disadvantaged young people, in the music industry.



Transforming Young Lives

"If it wasn't for playing music, I wouldn't be alive. I used to carry a knife, but music changed all that. Playing music is my protection now"

WHB student

We nurture the talents of the next generation in a warm and welcoming environment, which sees young people thrive. From an intake of 70 young people in 2010, we currently have c.350 students aged between 5 and 25 years at our academy in Southfields and at Embassy Gardens. Our new centre will enable us to reach more children and young people, and we hope to double our numbers over the next five years.

A snapshot of our track record to date:

- **We provide 9,000+ hours of music-making each year**
- **More than 50% of students receive free instruments and tuition**
- **60% of our students are 'Black, Asian or minority ethnic'**
- **We teach a global music programme, reflective of the diversity of our communities**



Students typically come to us regularly for more than seven years, and 40% come multiple times a week, which enables us to support their growth as musicians

We support young people to become independent young people in the world, nurturing them as individuals, growing their confidence and aspirations.

At a time when music education in the formal sector is being squeezed out of the curriculum and tuition is becoming increasingly unaffordable to many, our work is more valuable than ever.



MUSIC LEADERS AGED 15-25



91% feel that WHB offers a supportive, encouraging & motivational environment



80% have learnt new music skills at WHB



74% feel more confident and have increased self-esteem

“ *The talent, community & challenges here motivate me to get better each day.* ”

YOUNG PEOPLE AGED 12-14



97% attend WHB at least once a week



80% have learnt new music skills at WHB



97% believe that if they work hard they will succeed



72% report an improvement in their school work

“ *I enjoy being in a creative environment & being around other musicians.* ”

CHILDREN AGED 11 AND UNDER



100% attend WHB at least once a week



80% said they feel more confident



96% feel supported by WHB teachers and staff



72% have improved communication skills

“ *I love Wednesdays when I see my friends & the teachers. It's a magical time.* ”

Key Responsibilities



As Arts Administrator, you'll work closely with the Artistic Director and Head of Programmes to ensure the effective, efficient management of our work across these key areas:

Administration/Office Management

- Provide comprehensive administration for the Academy and be the central point of contact for all Academy enquiries
- Meet and greet students and other visitors to the academy, ensuring everyone feels welcome
- Manage the student life cycle from registration/admission to completion of studies and alumni status
- Actively assist with student recruitment
- Organise the teaching timetable, ensuring student records and profiles are kept up to date
- Communicate with students, teachers and parents/carers regarding tuition, opportunities for progression, and various other events
- Ensure meeting agendas, briefing notes, key documentation and meeting minutes are prepared accurately and in a timely manner
- Organise travel, subsistence and accommodation arrangements, as requested
- Work flexibly, providing administrative support to our busy team, across all programme strands
- Ensuring DBS checks are made for all staff, teachers, and musicians in a timely manner and are kept up to date
- Handle large amounts of personal data appropriately, with confidentiality and in line with GDPR

Research, report writing, and evaluations

- Conduct research and provide background information for external activities and events
- Draft reports, presentations and correspondence as required
- Collect data on projects and write interim and final evaluation reports

The above is not an exhaustive list of duties and you will be expected to perform different tasks as required to meet the overall business objectives of the organisation.



Person Specification

PERSON SPECIFICATION

Qualifications/ Skills/ Experience / Knowledge

- Educated to degree level or holds a Diploma in relevant subject
- Understanding of, or experience in music
- Experience of, or interest in, working with children or young people
- Excellent communication and interpersonal skills and proven ability to liaise with internal and external stakeholders
- Strong administration skills and the ability to manage multiple priorities
- Excellent organisation and time management skills
- Interest in creative event and project management
- Track record of working in administration and/or project management
- Excellent computer skills including working with Microsoft Office functions
- Awareness of the challenges that children, young people and their families might face

Personal Attributes

- Self-motivated and comfortable working alone on a regular basis
- Flexible with an adaptable approach to tasks and project management
- Highly organised with excellent attention to detail
- Eagerness to learn new skills and contribute ideas
- Empathetic and supportive of young people

Further Role Details

Reporting to:	Head of Programmes
Company:	World Heart Beat Music Academy /CIC (WHB)
Salary:	£27,000 per annum
Benefits include:	Contributory Pension Scheme; On the job training and development, together with some external training, as agreed with your line manager
Hours:	Full-time working is equivalent to 40 hours per week 1 with hour for lunch included. Hours will reflect the needs of the business, i.e., 10am - 6pm / 11am - 7pm with some late evenings and occasional weekends required.
Location:	Office Based (WHB offices primarily at Kimber Road SW18. Some ad hoc days at Embassy Gardens, SW11). This role will require regular lone working at the Kimber Road site.
Holiday:	20 days FTE plus bank holidays

TERMS & CONDITIONS

EQUALITY, DIVERSITY & INCLUSION

World Heart Beat is committed to creating a positive and inclusive environment where everyone feels respected and free to work without fear of discrimination. We are an equal opportunity employer and value diversity in our practice. We encourage applications from all backgrounds and do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status. We welcome applications from people requiring flexible working arrangements and from anyone with any professional or educational background.

HEALTH AND SAFETY

All employees will be required to have a DBS check and are required to understand and comply with World Heart Beat Music Academy's Health and Safety Management Policy, including taking reasonable care for their own health and safety and that of others who may be affected by their acts or omissions whilst at work. The post-holder's responsibility for promoting and safeguarding the welfare of children and young people for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with World Heart Beat Music Academy's Child Protection Policy Statement at all times.

HOW TO APPLY

Please provide a copy of your current CV together with a covering letter explaining why you are interested in the position and how your skills and experience aligns with the person specification.

Please include the names of two referees, one of which must be your most recent employer. References won't be taken up without your consent.

Your letter, CV and EO monitoring form should be emailed to Hilary O'Connor, General Manager, at: hilary@worldheartbeat.org

Application Deadline: Friday 8th December 2023 (by 5:00pm)

Interviews: Week commencing 11th December 2023

Interviews may be undertaken when suitable applications are received. Should the right candidate be found, the application deadline may close early. We'd therefore recommend applying in good time.