

JOB TITLE:	Office & Member Administrator
REPORTING TO:	Executive Assistant to the CEO ("EA")
LOCATION:	Incorporated Society of Musicians (the "ISM") 4-5 Inverness Mews London, W2 3JQ
Full or Part time:	Full time
Salary	£24,000-£26,000 depending on experience

Job Purpose

To deliver a gold standard service to the ISM Group including members and internally to colleagues. Ensure a positive customer focused attitude to dealing with enquiries by phone or in person. Deliver high standards of administration and organisation with all support activities.

Main areas of responsibility

Work in a structured way with the Office & Events Administrator to answer all incoming calls, answer phone messages and email enquiries, forwarding and responding to them as appropriate.

In the absence of the Office & Events Administrator open and distribute incoming mail and frank and prepare collection of outgoing mail, including special delivery items. Ensure that no mail is mislaid.

Write up the minutes of the Staff Meeting and circulate, sharing this responsibility with the Office & Events Administrator.

Welcome and direct visitors to the ISM and deal with deliveries.

Along with the Office and Events Administrator process orders for ISM products.

Under the supervision of the Executive Assistant to the CEO ("EA"), manage the fabric of the building at Inverness Mews.

Be responsible for security in the building, ensuring that windows and shutters are properly secured and locked at the end of the day and be a key holder for the alarm company ADT.

Ensure that all public areas including meeting rooms are clean and tidy at all times including the kitchen and ensure public areas are presented to the highest standard with up to date periodicals, marketing material and newspapers on display as appropriate.

Support the EA and the Head of Compliance to ensure health and safety requirements in the office are satisfied and appropriate records maintained.

Undertake weekly fire alarm tests.

Ensure that regular ergonomic assessments are undertaken regarding work stations.

Handle all requests for office equipment in a timely manner and ensure that that any request is within budget.

Ensure that magazine racks throughout the building are kept up to date at all times.

In the absence of the Finance Officer, train all staff in the use of phones, computers and other office equipment, including navigating the network and shared calendars.

Assist the Office & Events Administrator in delivering a great experience to those who use the Boardroom facility.

Handle all enquiries about DBS, RPT and the Music Directory.

Be responsible for running the ISM's DBS Service for members to ensure gold standard service delivery.

Liaise with the Head of Compliance if there are any concerns regarding a DBS check.

Manage and update the ISM's Registered Private Teacher (RPT) scheme & the Directory for ISM Members.

Work with the Heads of Services & Operations, and Marketing to promote and develop the DBS check service, RPT scheme and the Music Directory.

Assist with member administration and member applications when marketing is very busy.

Any such other tasks as required.

Key Deliverables

Work closely with the Office & Events Administrator to deliver a well-run office.

Deliver gold standard DBS check service.

Development and promotion of RPT & the Directory for ISM Members.

Look continuously for opportunities for improvement and innovation across all services.

Person Specification – Office and Member Administrator

Essential

- Minimum 2 years' experience of working in an office (e.g. reception, front of house and switchboard)
- Strong administrative skills
- Ability to manage competing priorities in a fast-paced environment
- Well presented with an excellent telephone manner
- Excellent interpersonal skills supported by a "can do" attitude
- Good team player who works well under pressure and to deadlines
- Good IT skills including Word, Excel and CRM

Desirable

- Experience of working on DBS applications

April 2019