



# Administration Co-ordinator

## Application Pack

### Play your part at the National Youth Orchestra

The National Youth Orchestra is the UK's leading organisation championing orchestral music as a powerful agent for teenage development. We are a welcoming community where every teenager can play their part in shaping their world through extraordinary music.

It's the greatest adventure a teenager can have in orchestral music where young people develop much more than musical skills.

We welcome 10,000 teenagers of all backgrounds and different levels of musical ability into a national community to play and share orchestral music. At the centre of the organisation, our Orchestra, known as NYO, is acclaimed internationally as 'the world's greatest orchestra of teenagers' for their dazzling performances. Each NYO musician also plays their part as a leader and role model, sharing music and skills through NYO Inspire and NYO Open programmes.

With music education all but disappearing in state schools, the free programmes provided by NYO are needed more than ever – to ensure all teenagers have the opportunity to develop their confidence and skills for life through sharing and playing music together. Joining the NYO community, they open up to new friends and possibilities. Stepping out to perform, they rise to new challenges. Sharing their passion with other young people, they learn to inspire and lead.

### The role

The **Administration Co-ordinator** is at the heart of NYO's operations, ensuring the smooth running of office functions, IT systems, CRM administration, governance, HR, and general administration. You will play a crucial role in maintaining a safe and efficient office environment, supporting the team with IT and telecoms needs, and assisting with data analysis and reporting. Your efforts will help foster a positive and productive workplace.

The ideal candidate will be highly organised, tech-savvy, and proactive, with excellent communication skills and a knack for problem-solving. Your attention to detail and ability to manage multiple tasks will ensure the seamless operation of NYO's administrative functions.

## Working at NYO

At the National Youth Orchestra, you'll work as part of a supportive, friendly and adventurous staff team. Learning and personal growth are intrinsic to every role.

Our offices near Holborn in central London are a hive of activity, a space for collaboration and ideas. Hybrid working is standard for most roles, with a flexible and supportive culture. During the year you will be present at NYO projects, concerts and events across the country, sharing music with young people across the UK.

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

## Purpose of the role

The Administration Co-ordinator plays a key role in the smooth running of NYO's operations, providing comprehensive support across office management, IT and telecoms, CRM, governance, HR and general administration.

This role ensures that all operational aspects of the organisation run efficiently and effectively, fostering a productive and positive working environment.

### Reports to:

Finance & Operations Director

### Key relationships:

This role will require building close working relationships across the organisation.

Externally the role engages with key stakeholders including suppliers, freelance contractors and trustees.

## Key responsibilities

### Office Management

- Work with the Finance & Operations Director to ensure the smooth running of the NYO office
- Maintain office fixtures and equipment, liaising with external suppliers about leases, consumables and repairs
- Liaise with the landlord on building maintenance, access, security and related issues, ensuring positive working relationships with other building tenants
- Maintain a safe and healthy environment, conducting regular risk assessments, arranging annual PAT testing, identifying potential hazards and caring for the plants
- Manage office keys, security passes, in/out board, visitors' book and related processes
- Manage office storage solutions and external document storage
- Manage the telephone switchboard, monitoring shared mailboxes and responding to general enquiries
- Manage and order stationery and office consumables
- Ensure the office remains tidy and clean, including liaison with cleaning and waste disposal contractors.

## **IT & Telecoms**

- Monitor team IT and telecoms issues and needs, liaising with external providers as required
- Maintain the inventory of devices including laptops, tablets and mobiles
- Oversee mobile phone contracts
- Manage software licences and passwords
- Onboard new staff with all IT systems
- Support the team to solve IT issues.

## **CRM, Statistics and Evaluation**

- Support the Head of Planning & Operations with Salesforce administration tasks
- Support teams with data tasks including creation of reports and updating CRM records
- Support ongoing CRM development by identifying opportunities to implement new processes or improve existing ones
- Co-ordinate the gathering and presentation of statistics across the organisation to support monitoring of strategic objectives and reporting to funders / stakeholders
- Support evaluation and data collection activities and undertake data analysis where required.

## **Financial administration**

- Manage the daily batching of postal donations, working with the Finance Co-ordinator to ensure prompt and accurate flow of donor information to the Fundraising team for thanking
- Support the Fundraising team with data entry tasks at peak times
- Support other financial administration tasks as required.

## **Executive and Governance support**

- Support the administration of Board and subcommittee meetings, including diary coordination, catering, and distribution of papers
- Arrange travel/accommodation and book conferences/events for the CEO & Artistic Director and other senior staff when required.

## **HR administration**

- Co-ordinate recruitment and induction processes
- Arrange staff training, briefings and away days as required
- Administer Disclosure and Barring Service (DBS) checks.

## **Programme support**

- Co-ordinate contracts for freelancers
- Support the Programmes team in the effective procurement and deployment of equipment and consumables ahead of each project
- Support with merchandise sales.

## **General Administration**

- Oversee organisational subscriptions and memberships, ensuring benefits are maximised
- Ensure procurement of goods and services is conducted according to policies and with a strong focus on value for money, supporting the Finance & Operations Director in conducting periodic reviews of key contracts
- Continuously improve, monitor, embed and document administrative processes
- Ensure administrative systems comply with data protection and safeguarding policies
- Any other duties as reasonably requested by the Senior Management Team.

# Person Specification

## Personal attributes

	Essential	Desirable
Organised and proactive in approach to work and finding solutions	✓	
Strong personal initiative	✓	
Excellent team-worker able to work effectively through collaboration	✓	
Embraces equity, diversity, and inclusivity, recognizing the value of diverse perspectives and experiences.	✓	

## Experience

Experience of general administration in a busy office environment	✓	
Experience of working with data	✓	
Experience of designing / improving administrative processes		✓
Experience of diary management		✓
Experience of liaising with external service providers		✓
Understanding of good practice in data protection and health and safety		✓
Experience of using a CRM database		✓

## Skills

Initiative and the ability to structure time and prioritise effectively	✓	
Excellent attention to detail and accuracy	✓	
Excellent written and verbal communication	✓	
Excellent interpersonal skills and the ability to connect with a wide range of people	✓	
Exceptional IT skills especially Microsoft Office 365	✓	
Excellent research skills	✓	

# Terms and Conditions

## Salary

£27,500 per annum

## Contract term

Permanent

## Hours

Full-time (35 hours a week)

## Annual Leave

27 days plus statutory bank holidays

## Place of work

10 Great Turnstile, London, WC1V 7JU  
Hybrid working policy is applicable

## Probationary period

Six months

## Notice period

Two months

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

As this role will be responsible for office management and handling donations received by post, the role requires being in the office for a minimum of three days a week. Most NYO projects take place during school holidays or at weekends, therefore the role will include some weekend and statutory holiday working, for which a TOIL policy is in place.

# Equal Opportunities

NYO is an Equal Opportunities employer. Diversity and inclusion are central to our work, including recruitment practices. We aim to ensure no job applicant, employee, or participant receives less favourable treatment based on age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Individuals are selected, promoted, and treated based on their relevant merits and abilities. All employees must comply with and actively promote this policy.

# Safeguarding

NYO is committed to safeguarding and protecting the children and young people we work with. Our policies and procedures ensure sector-leading safeguarding practices. All employees, contractors, trustees, and volunteers are dedicated to maintaining an environment where young people's welfare is paramount. Our policies protect young people from harm, ensuring all concerns and abuse allegations are taken seriously and responded to appropriately.

# How to apply

To apply for the role, complete the online application form available at <https://www.nyo.org.uk/about/work-with-us>

The deadline for applications is **Tuesday 27 August 2024** at 10am.

If you have any questions about the role, please contact [recruitment@nyo.org.uk](mailto:recruitment@nyo.org.uk).

