



# OFFICE LEGEND

## AMPLIFY Academy of Music



**FULL TIME | FLEXIBLE HOURS**  
**£22,000K - 28,000K DOE**  
**KINNING PARK | GLAGOW G41**  
**START AUGUST 2023**

### Are you ready to Rock?

AMPLIFY Academy of Music is a social enterprise on a mission to change children's lives through music. We're making it happen every single day!

In just under two years, we've built an incredible community of over 200 young musicians and assembled a team of the best music educators in Glasgow. Together, we've delivered thousands of music lessons, holiday camps, concerts, community events and that doesn't even scratch the surface. But hold on tight because we're about to take things to a whole new level!

We're super excited to announce that we're opening our very first dedicated music centre, a place that can accommodate a whopping 400 students! And here's where you come in.

We're on the hunt for our very own "Office Legend." You know, the kind of person who's the glue that holds this fast-growing business together. We need someone strong, capable, and intuitive—a real problem-solving wizard who can tackle challenges and even solve problems we didn't even know existed!

As the eyes and ears of the business, you'll have your finger on the pulse of everything. You're the go-to person when anyone has a question or needs guidance. You're like a superhero with insider knowledge of how this business ticks, armed with the skills and expertise to anticipate and resolve issues before they even arise.

So, if you're ready to dive into an exciting role where you'll be at the heart of something special and make a lasting impact on the lives of young people, then we want to hear from you.

### What we can offer You?

- Salary up to £28,000 DOE
- Office in Glasgow Southside G41
- Flexible working considered.
- Ongoing training and development
- Join a growing, dynamic team.
- Impact the lives of young people

### Why join us?

- We are a community of 200+ young musicians.
- We are a Social Enterprise
- We offer financial support to struggling families.
- We reinvest profits back into our communities.
- We work with children in areas of high deprivation.
- We have a scholarship programme.

### How to apply...

Please send us a CV and cover letter by 5pm Friday 29th June 2023. Tell us a little about yourself, and why you think you'd be a great fit for this exciting role.

Interviews will take place w/k beginning 3rd July 2023.





## Some of the things you'll be **doing**

- Managing the sales pipeline & customer journey
- Managing the onboarding process for new customers
- Scheduling lessons, resolving lesson conflicts
- Managing our CRM system
- Tracking payments and chasing outstanding invoices
- Responding to customer enquiries multiple channels
- Assisting with the planning and coms strategy for events
- Managing CEO diary
- Developing customer communication plans
- Using Mailchim for email marketing
- Helping manage our social media platforms.
- Supporting with on- and off-site events
- Supporting the CEO and wider team
- Helping improve business processes
- Line manager responsibility for 1+ junior staff
- Assisting with bookkeeping payroll and HR

## Some **skills** you'll need

- Experience customer relationship management
- Knowledge of CRM software and tools for pipeline tracking
- Super strong organizational skills
- Excellent time management and problem-solving skills
- Ability to handle data entry, updates, and reporting within the CRM system.
- Strong attention to detail
- Excellent communication skills for effective phone, email, and messaging interactions
- Ability to develop effective customer communication strategies.
- Ability to work collaboratively and support the CEO and wider team.
- Analytical skills to identify and improve business processes.

## **Softer** skills you'll need

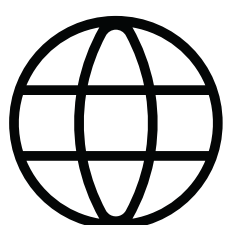
- Attention to detail
- Strategic thinker
- Customer Service
- Collaboration
- Leadership
- Adaptability



**ARE YOU  
READY TO  
ROCK?**



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