

Administration Officer

Job Description - March 2024

Contract status: Permanent, full time (35 hours per week)

Start date: As soon as possible

Reporting to: Head of Finance and Administration

Salary range: £22,000 to £26,000

Welcome from the Chief Executive

Thank you for your interest in the role of [Administration Officer](#) with NYOS, the National Youth Orchestras of Scotland.

I joined the organisation as Chief Executive in January 2022 at a time of renewal and recovery. We have since undertaken a full strategic review, consulting with stakeholders about NYOS' role in the lives of young musicians and its place within the Scottish musical landscape (www.nyos.co.uk/soundings). The review helped inform a new vision and strategic plan, which we are now beginning to implement ([About NYOS](#)).

NYOS is overseen by a non-executive board of directors and in 2022 we recruited three Young Trustees to the Board for the first time. The NYOS management team currently consists of seven full-time and two part-time members of staff. Each year we also work with numerous freelance conductors, soloists, workshop leaders, professional tutors, and pastoral support workers to deliver our programmes.

It is an exciting time to work for NYOS as we build on an amazing legacy and develop new plans. We are looking for an Administration Officer who shares our ambitions and values and wants to be part of a small, friendly team that takes pride in nurturing and celebrating Scotland's outstanding young musicians.

The Administration Officer will work closely with the Head of Finance and Administration to ensure that the wider NYOS team is supported to effectively deliver the NYOS programmes.

You do not need to fulfil every element of the job description to apply. We are interested in finding someone who really wants to contribute to NYOS's work and will support your professional development if you have the right potential. If this role excites you, but you are unsure about applying, please feel free to get in touch for an informal conversation.

We look forward to hearing from you!



Dr Kirsteen Davidson Kelly



#NYOS
@NYOScotland

National Youth Orchestras of Scotland
Office 240, The Briggait, 141 Bridgegate, Glasgow, G1 5HZ

0141 332 8311 | info@nyos.co.uk | www.nyos.co.uk

Registered in Scotland No. 66497 | NYOS Charity No. SC015482 | VAT Reg No. 328 6513 49

About NYOS

NYOS nurtures and celebrates outstanding classical youth music-making, with a vision of all Scotland's communities sharing in its social, personal, and cultural benefits. Through our three programme strands - NYOS Foundations, NYOS Orchestras and NYOS Futures – we offer accessible, co-created projects, world-class orchestral training, and performances, and unique career development opportunities. Our work is delivered by internationally renowned artists and exceptional tutors. Creativity, ambition, belonging, and joy are fundamental to all we do.

For over 40 years, NYOS has supported Scotland's outstanding young musicians through a dynamic programme of residential training courses, national and international concert tours with leading soloists and conductors, and projects for a wide range of abilities in communities throughout the country. Our first Music Director, Catherine Larsen-Maguire, begins her tenure in 2024 and other recent conductors have included Martyn Brabbins, Natalia Luis-Bassa and Jac van Steen. We welcome a variety of soloists including Ethan Loch, Aaron Akugbo, Elena Urioste and Jess Gillam.

NYOS provides ensemble experiences for young musicians from age 8 upwards and is committed to providing outstanding opportunities at a national level. We recognise the wider holistic benefits of music-making which develop the life skills of our participants, and above all the importance of creating a welcoming, structured, and fun environment for our young people to flourish alongside their peers, regardless of their race, ethnicity, or identity.

Underpinning our work is a strong commitment to removing barriers to participation to ensure that no young person misses out on NYOS opportunities due to their personal circumstances. Embedding this ethos throughout our programmes is of paramount importance to us.



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Administration Officer

The Administration Officer role is designed to enable NYOS to operate efficiently. The post-holder will report directly to the Head of Finance and Administration and will work closely with them to provide administrative support across NYOS departments as well as providing admin support to the Chief Executive.

Job Challenge

To develop and implement key new systems while maintaining and supporting ongoing operations.

Principal Accountabilities

- **Support the Head of Finance and Administration**
 - Provide administrative support to the finance department to ensure efficient payment of invoices and recording of payments received.
 - Develop and implement administrative systems to keep the organisation efficient and effective, including the development and maintenance of a fundraising and participant CRM.
 - With expert input and support, analyse, develop, and implement GDPR requirements, and ensure on-going GDPR compliance across the organisation.
 - Liaise with external IT support to ensure systems and technology are operating securely and effectively.
 - Oversee the organisation's environmental reporting procedures.
 - Provide general administrative support to the Head of Finance and Administration and the wider NYOS team as required.
 - Keep stock of office supplies and place orders when necessary.
- **Manage CEO Diary and General Enquiries**
 - Help manage the Chief Executive's diary to support the effective management of their workload.
 - Be the first point of contact for general enquiries to the office, as well as managing a range of general organisation email accounts.



- **Administrative Support for Other Departments**
 - Ensure that general administrative support is provided for all departments, including for participant recruitment, course and concert evaluation, and bursary application processes.
 - Support ensembles team to compile course materials.
 - Support marketing manager with marketing administration where necessary. For example, proof reading, and printing posters and programmes.
 - Attend annual spring and summer concerts to provide front of house duties as required.
 - Assist with ticketing, publicity and general administration around concerts and events.
 - Monitor and collect data for board reports.

Person Specification

Knowledge, Skills, Experience and Personal Traits

Essential

- Previous experience in a general administrative role
- Previous experience using CRM systems.
- Excellent IT skills including a good working knowledge of Microsoft Office
- Competency and experience around software and databases
- Ability to work to a high level of accuracy and with excellent attention to detail
- A high level of written and verbal communication skills
- Enthusiasm for NYOS's work and alignment with our organisational values and ambitions
- A confident, self-starting individual who is happy to manage a varied administrative workload within multiple business areas
- A team player, able to contribute and enthusiastically deliver essential office administration requirements
- A highly organised individual who thrives on being task driven and is able to organise their own workload
- A self-motivator who can work effectively under pressure with minimal direction and supervision (once processes are agreed and established), but who knows when to ask for support



- A responsible individual who is capable of building trusting relationships with senior managers and understands the importance of confidential information

Desirable

- Experience with finance sales and purchase ledger processes
- Experience of office facilities provision
- Understanding of general GDPR and CRM requirements
- Basic knowledge of accounting software (Xero)

Key Terms And Conditions

- **Salary range:** £22,000 to £26,000 per annum
- **Hours of work:** Full time (35 hours per week, permanent role)
 - Normal working hours: Monday to Friday, 9am-5pm with an hour lunch break
 - Occasional evening and weekend work as required for which overtime is not paid, but for which a TOIL policy is in operation
- **Location:** Based in Glasgow head office, with possible partial home-working following discussion
- **Annual leave:** Holiday allowance of 22 days annual leave and 12 public holidays
- **Pension:** NEST workplace pension scheme

Equal Opportunities

The National Youth Orchestras of Scotland recognises that many people in our society experience discrimination or lack of opportunity for reasons that are not fair.

These include race, religion, creed, colour, national and ethnic origin, pregnancy or maternity, political beliefs, gender, sexual orientation, age, disability including mental illness, HIV status, marital status, responsibility for dependants, geographical area, social class, and income level.

The National Youth Orchestras of Scotland is committed to a Policy of Equality of Opportunity which respects the identity, rights, and value of each individual, and welcomes applications from all sections of the community.



We are committed to growing the diversity of the organisation and particularly encourage applications from people with disabilities, LGBTQI+, Black, Asian and other global majority backgrounds, care leavers, and those residing in an area of social and economic deprivation as measured by postcode on the Scottish Index of Multiple Deprivations (SIMD) <https://simd.scot/>

Please let us know if you have any support and access requirements. We will work with you to ensure any inclusion requirements are met. If you require additional assistance during any stage of the application process, including at interview (which may take place online), please let us know.

How To Apply

Please submit your CV and a cover letter (no more than 2 A4 pages) along with the equal opportunities monitoring form (available from our website) by the closing date of 12 noon on **Thursday 11 April 2023**.

The equal opportunities form is designed to help NYOS achieve its aspiration to become a truly inclusive community. Referees will not be contacted prior to interview or without your permission.

You may send a video or audio recording in place of the cover letter if you wish.

Applications should be e-mailed to: recruitment@nyos.co.uk

Closing date: 12 noon Thursday 11 April 2024

Interviews: Tuesday 23 April 2024

Further Information

Please see the job listing on our website for Organisation Chart, Equal Opportunities Monitoring Form, Equality and Diversity Policy and Privacy Notice to Applicants.

Further information about NYOS is available from www.nyos.co.uk



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