General Manager

**Job Description August 2025**

**Contract:** Permanent, Full Time

**Reporting to:** Head of Finance

**Line Managing:** Digital Support Apprentice

# WELCOME FROM THE CHIEF EXECUTIVE

Thank you for your interest in the new role of **General Manager** 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 (see [www.nyos.co.uk/soundings](http://www.nyos.co.uk/soundings)). The review helped inform a new vision and a strategic plan, which we will refresh towards the end of 2025 ([About NYOS](https://www.nyos.co.uk/about/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. We have just celebrated the appointment of one of these Trustees, Dr Samuel White, as our new Chair ([NYOS Board Appointees Champion Youth Voice and Inclusion - News - National Youth Orchestras of Scotland](https://www.nyos.co.uk/news/nyos-board-appointees-champion-youth-voice-and-inclusion-20062025/)).

The NYOS management team currently consists of nine full-time and one part-time members of staff, and a Fundraising consultant. Each year we also collaborate with numerous freelance conductors, soloists, workshop leaders, 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, including working towards our 50th anniversary year in 2028-29. We are looking for a General Manager 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.

This role will manage the operational, administrative, and systems functions of NYOS, enabling the organisation to work efficiently and effectively. The role acts as the hub for day-to-day operations, ensuring smooth running across all departments. Our outgoing Head of Finance and Administration has introduced a new finance system and CRM, and we are about to launch a new website. You will ensure that these processes, along with others across the organisation, are robustly embedded, enabling NYOS to deliver world-class activity effectively and collaboratively.

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’ 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

# 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 - Foundations, Orchestras and 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 nearly 50 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, began her tenure in 2024 and other recent conductors have included Teresa Riveiro Böhm, Martyn Brabbins, Natalia Luis-Bassa and Jac van Steen. We welcome a variety of soloists including the Amatis Trio, Ethan Loch, Aaron Akugbo, Elena Urioste and Ryan Corbett.

NYOS provides ensemble experiences for young musicians from age eight 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 important to us.

# ROLE OVERVIEW

The General Manager will oversee and coordinate the operational, administrative, HR, and systems functions of NYOS, ensuring the organisation runs smoothly and to a high standard. They will act as the central point of connection for day-to-day operations, providing cohesion across teams, streamlining processes, and supporting each department to deliver effectively. The post currently manages a Digital Support Apprentice, who supports finance and administration

## Principal Accountabilities

**Operations & Office Management**

* Lead the day-to-day management of NYOS’s office, contracts, IT systems, and suppliers.
* Act as first point of contact for general enquiries and manage organisational email accounts.
* Maintain and develop the Beacon CRM system for fundraising and participant data, ensuring integration with other systems.
* Manage GDPR compliance, policies, and training across the organisation.
* Record monthly emissions data (energy, travel, resource use) to support statutory reporting and the sustainability plan.
* Liaise with external IT support to ensure systems are secure and effective.
* Maintain stock of office supplies and oversee ordering.

**Programme & Event Support**

* Support participant recruitment, bursary applications, and audition process.
* Assist with preparation of course materials and event administration.
* Support freelance contracting process
* Attend concerts/events to manage front of house and ticketing.
* Collect and monitor data for reporting purposes.

**HR & People Support**

* Administer recruitment, onboarding, and personnel records (with HR policy support from external advisers).
* Support line managers with HR documentation and training logistics.

**Finance Support** *(under direction of Head of Finance)*

* Process purchase and sales invoices, payments, and receipts.
* Maintain financial records in Xero and assist with reconciliations.
* Support bursary administration and fee collection.

# PERSON SPECIFICATION

## Knowledge, skills and experience

## Essential

* Proven experience in operational and office management, ideally within a charitable or arts organisation.
* Strong understanding of administrative systems, including CRM platforms (experience with Beacon CRM is a plus).
* Knowledge of GDPR compliance and data protection best practices.
* Experience in HR administration, including recruitment and onboarding processes.
* Familiarity with financial processes such as invoicing, payments, and bookkeeping (experience with Xero preferred).
* Ability to manage multiple projects and priorities simultaneously with excellent organisational skills.
* Strong IT literacy, including Microsoft Office suite and collaboration tools.
* Experience supporting event logistics and participant management.
* Excellent communication skills, both written and verbal, with ability to liaise with internal teams and external partners.

## Desirable

* Experience working in a music or cultural organisation.
* Knowledge of sustainability reporting and environmental data collection.
* Experience with freelance contracting and supplier management.
* Understanding of statutory reporting requirements for funded organisations.
* Experience supporting digital or technology apprenticeships.
* Familiarity with financial reconciliation and budget monitoring.

## Essential Characteristics

* Highly organised and detail-oriented with a proactive approach to problem-solving.
* Strong interpersonal skills and the ability to build effective working relationships across teams.
* Flexible and adaptable to changing priorities in a fast-paced environment.
* Confidential and trustworthy, with a strong sense of professional integrity.
* Motivated self-starter who can work independently and as part of a team.
* Committed to supporting the values and mission of NYOS.

# JOB CHALLENGE

To help develop and implement our new strategic plan while overseeing the refinement and embedding of NYOS systems and supporting ongoing operations.

# KEY TERMS AND CONDITIONS

* Salary range: £28,500 -£33,000 per annum
* Full time
* 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
* Based in Glasgow head office, with possible partial home-working following discussion
* Holiday allowance of 22 days annual leave and 12 public holidays
* NEST workplace pension scheme
* AXA Healthcare Scheme
* Life Cover Benefit

# 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, along with an equal opportunities monitoring form (available from our website), by the closing date of Wednesday 10th September (9am). 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 a cover letter if you wish. Applications should be e-mailed to: recruitment@nyos.co.uk

Closing date for applications: Thursday 25th September Interviews: Tuesday 30th September

# FURTHER INFORMATION

Attached Organisation Chart, Equal Opportunities Monitoring Form, Equality and Diversity Policy, Privacy Notice to Applicants.

Further information about NYOS is available from [www.nyos.co.uk](http://www.nyos.co.uk/)

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