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| Stockton-on-Tees Borough Council | JOB DESCRIPTION |
| **Directorate:****Children’s Services** | Service Area: Education Improvement Service  |
| **JOB TITLE Support Staff Assistant – Tees Valley Music Service (TVMS)** |
| **GRADE: D**  |
| **REPORTING TVMS Support Service Coordinator** |
| **1.** | **JOB SUMMARY:** To provide administrative support to all functions carried out by Tees Valley Music Service staff throughout Tees Valley schools and associated office services essential to the efficient operation of Tees Valley Music Service. The post holder will be required to work with people from a wide variety of backgrounds, including staff from schools, our teaching staff and other departments of the Council. |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** |
|  | 1. | General clerical duties including: Deal with mail, Taking of messages, Photocopying, Filing, Reception Duties, Word Processing |
|  | 2. | Answer and deal with telephone calls into the office ensuring that calls are dealt with appropriately |
|  | 3. | Enter and maintain pupil records on the bespoke software. Accuracy and attention to detail are of paramount importance. |
|  | 4. | Taking of cash payments at reception and telephone payments. Ensuring security of customer payments are maintained on site. |
|  | 5. | Input and maintain data on Excel Spreadsheets |
|  | 6. | Reception duties as required – dealing face to face with users of the Centre, promoting a high standard of Customer Service at all times. |
|  | 7. | Liaise with schools, teaching staff and parents to ensure effective and timely communication of information, as directed. |
|  | 8. | Cover other Support Staff in times of absence to ensure continuous smooth running of service. |
|  | 9. | Monitor stationery levels and indicate stock requirements. |
|  | 10. | Be an ambassador for and promote the work of TVMS and the Music Education Hub with schools, colleges and parents to encourage all students to access musical activities  |
|  | 11. | Adhere to service policies and procedures and participate in team meetings and full staff briefings relevant to the service |
|  | 12. | Participate in staff and whole-service development activities, including in-service training, team meetings and working party groups |
|  | 13. | Offer appropriate student welfare, including procedures relating to recruitment, enrolment and induction of students. Use TVMS Management software Speed Admin effectively to support with this |
|  | 14. | Maintain acceptable safeguarding standards at all times in accordance with SBC and TVMS policy |
|  | 15. | Undertake such personal training/induction training as may be deemed necessary to meet the duties and responsibilities of the post. This will be identified through supervision and Appraisal |
|  | 16. | Take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the authority’s and TVMS’ health and safety rules, risk assessments and legislative requirements |
|  | 17. | Undertake such other duties and responsibilities commensurate with the grading and nature of the post  |
| **3.** | **GENERAL** |
| **Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. |
| **Workforce Culture and supporting behaviours and Code of Conduct –** The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.**Shaping a Brighter Future –** The post holder will embrace the Council’s “Shaping a Brighter Future” programme.**Personal Development** –As defined by the Council’s Culture Statement, all employees will take responsibility for their own development **Customer Services –** The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.**Policies and Procedures –** The post holder is required to adhere to all Council Policies and Procedures. |
| **Health and Safety –** The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.**Safeguarding –** All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work. **Inclusion -** The values of equality, diversity and inclusion sit at the heart of our programme planning and delivery, and therefore we would particularly welcome applications from those who identify as being underrepresented within the music and education sector, from Black And Minority Ethnic Communities or those registered with a disability. We believe all young people should have the opportunity to participate in music making and have a choice of progression routes which meet their individual needs and allow them to unlock and fulfil their potential. We put young people at the centre of our programmes, from planning to delivery, and ensure that Youth Voice is at the heart of our ways of working. TVMS believes passionately in the principles of Equality, Diversity and Inclusion and is committed to ensuring that these principles are embedded throughout our organisation. We believe that all young people’s musical experiences should be **HEARD:****Holistic** - placing emphasis on personal, social and musical outcomes**Equitable** – people facing the biggest barriers receive the most support**Authentic** - developed with and informed by the people we do it for  **Representative** – the people we work with as participants and colleagues reflect our diverse society**Diverse** – all musical genres, styles, practices are valued equally |
|  | Name: | Signature: | Date |
| Job Description written by: (Manager) | Susan RobertsonService Manager TVMS |  | 12.05.21 |
| Job Description agreed by: (Post holder) | ….................………… | ….................……… | …............... |

**Job Description dated 12th May 2021**



**PERSON SPECIFICATION**

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| Job Title/Grade | **Support Staff Assistant – Tees Valley Music Service (TVMS)** | **Grade D - £9.81 per hour****(Part-time 30 hours per week** **Temporary until 31/7/2022 Maternity cover)** |
| Directorate / Service Area | **Education Improvement Service**  | **Tees Valley Music Service** |
| Post Ref:  |  |

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|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| Qualifications  | 4 GCSEs or equivalent. Must include English and Maths – Grade C/4NVQ2 in administration or equivalent. |  | Application form |
| Experience | EXPERIENCE OF MICROSOFT OFFICE FUNCTIONS, INCLUDING WORD, EXCEL AND OUTLOOK. GENERAL CLERICAL AND ADMINISTRATIVE EXPERIENCE  | RECEPTIONIST EXPERIENCECUSTOMER ACCOUNTS MAINTENANCE | Application / Interview |
| Knowledge & Skills | ACCURACYORGANISATIONAL SKILLSABILITY TO WORK AS PART OF A TEAM AND ON OWN INITIATIVE WITH MINIMAL SUPERVISIONCOMMUNICATION SKILLS ( WRITTEN AND VERBAL )ABILITY TO PRIORITISE TASKS | ABILITY TO INTERPRET DATA AND RECORD APPROPRIATE ACTIONS FROM DATA. CASH HANDLINGTAKING PHONE PAYMENTS | Application / Interview |
| Specific behaviours relevant to the post | Demonstrate the Council’s Behaviours which underpin the Culture Statement.FLEXIBLE APPROACH TO TASK HANDLING.FRIENDLY AND HELPFUL | LOGICAL APPROACH TO PROBLEM RESOLUTION. | Application / Interview |
| Other requirements | WILLING TO UNDERTAKE TRAINING AND DEVELOPMENT RELEVANT TO THE JOBCUSTOMER SERVICE APPROACH TO YOUR WORKABILITY TO SEE TASKS THROUGH TO COMPLETION |  |  |

**Person Specification dated 12th May 2021**