



HILLINGDON

LONDON

JOB TITLE: Casual Music Service Officer

GRADE: Scale 3

POST NO: Various

JOB TIER: 5 (non-management)

DBS CHECK: Enhanced

GROUP: Education and SEND

SERVICE: Music Service

REPORTING STRUCTURE

Reports to: Activities and Events Officer

Direct Reports: 0

Indirect Reports: 0

ROLE PURPOSE:

- To provide public-facing assistance and supervision at Council premises, the Saturday Music School and at other events on non-Council premises
- To ensure safe and compliant handling of emergency situations, including First Aid and emergency evacuations.
- To assist the Inventory Officer with logistical and manual support with regard to equipment and musical instruments
- To provide basic pastoral care and supervision for children when the Music Service is in loco parentis

A. Job Description

1. Resident & Community Contribution

- To assist members of the public with enquiries, referring on to other staff when necessary.
- To serve members of the public and service users in a polite, helpful and welcoming manner, adhering to customer care and equalities policies at all times.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- To take responsibility for all aspects of the safety and security of premises and students within premises whilst on duty.
- Monitor all public areas in use by students, staff and public to ensure they are kept clean, tidy and free from obstructions and hazards at all times, thus maintaining a high standard of cleanliness and accessibility.
- Ensure students comply with conditions set by landlords of buildings where events and lessons take place.
- Brief ushers for concerts and other events on emergency evacuation and front of house procedures
- Hand out and/or sell tickets to concerts on the door.

- Assist customers and clients with general enquiries about Music Hub activities and events, using the music service website, and documents, recording queries using IT, and refer queries to colleagues where appropriate.
- To assume full responsibility for all aspects of health and safety in accordance with council policy whilst on duty, have a general understanding of relevant issues as applying to the post, and raise concerns with management where necessary.
- Log safety or maintenance issues, recording via forms and photographs as appropriate.
- To maintain a certificate of Emergency First Aid at Work and practice first aid for students, the public and staff as situations require.
- Make clear and concise public announcements as required
- Ensure the building is left in a clean, tidy and safe and secure state at the end of each shift.
- To ensure all hirers, customers and clients activities comply with relevant health & safety regulations, and if required taking action where necessary and appropriate.
- To ensure hazards within the building and on the site are contained and monitored and kept to accepted limits. Ensure emergency exits are kept clear of obstructions inside and out, and security procedures are followed at all times.
- Follow training to a competent level with accident and emergency procedures, and if required undertake an emergency evacuation of the premises. Liaise with members of the emergency services as required.
- Take responsibility for leading emergency evacuations of buildings and co-ordinating other fire wardens.
- Register the arrival and departure of teachers, volunteers and other staff
- Record student absence
- Photocopy sheet music as required
- Take and relay messages from parents
- Carry-out manual handling of equipment and musical instruments within guidelines
- Log and report safeguarding concerns in accordance with Safeguarding Policy, escalating urgent safeguarding matters to senior staff on site.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Music Service Staff and Volunteers

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- Be trained and act as a first aider and fire warden as required, taking sole charge of buildings or groups of children as dictated by operational need.

9. Key Performance Indicators

- Customer feedback demonstrates that residents are being put first
- That appropriate standards are met with regard to site safety, child safeguarding and premises management in accordance with statutory and good practice requirements as outlined by the Music Manager

B. Person Specification (non-management level)

Casual Music Service Officer

Candidates will be assessed against aspects of this person specification at interview.

1. QUALIFICATIONS (list)	ESSENTIAL	DESIRABLE
Good Standard of English and Mathematics	X	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL <input type="checkbox"/>	DESIRABLE <input type="checkbox"/>
Must be prepared to work flexibly to meet the needs of the service which will include evenings, weekends and Bank Holidays as required	X	
Up-to-date Emergency First Aid at Work Certificate or willingness to obtain; ability to fulfil First Aider role	X	
Ability to manage manual handling within guidelines, walking distances, carrying equipment and musical instruments.	X	
Up-to-date Fire Warden Certificate or willingness to obtain; ability to fulfil Fire Warden role	X	
3. EXPERIENCE (describe)	ESSENTIAL <input type="checkbox"/>	DESIRABLE <input type="checkbox"/>
Experience of working with children and young people in a pastoral context	X	
Experience of working in front-line public service	X	
At least two years' experience working within music or arts education environment.		X
Experience of working with volunteer staff		X
Experience of working with customers where safety standards have to be enforced	X	
4. KNOWLEDGE & SKILLS (list)	ESSENTIAL	DESIRABLE
Demonstrable IT skills – including Word, Excel and Outlook the Music Service database	X	
Awareness of child safeguarding processes and how to escalate any concerns	X	
Ability to work under pressure and think on feet	X	
Excellent customer care standards	X	
Ability to work with a wide range of customer and client groups	X	
Ability to work effectively with volunteer staff	X	
Ability to work on own initiative, knowing when to communicate problems to line manager	X	
A willingness to be hands on	X	
Ability to be flexible in times of working and adaptable to change	X	
Ability and willingness to work a variety of different hours including evenings, weekends and bank holidays	X	
A demonstrable interest in music	X	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
<p>“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.</p>	X	
<p>Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.</p>	X	
<p>Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.</p>	X	
<p>Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p>	X	
<p>Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	X	
<p>Takes ownership of personal development Takes action to develop own and others’ capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	X	