

# Office Administrator

Job Pack



# WELCOME



## About the Role

We are looking for a bright and energetic Office Administrator to work in our Glasgow office. We need someone with initiative to support us to deliver our work with over 2,000 children and young people across Scotland.

NYCOS is Scotland's youth singing organisation. We provide opportunities for young people, teachers and choir directors to support and develop choral singing across Scotland. We run four renowned National Choirs and have a growing network of Regional Choirs, Mini Music Maker classes and educational projects across Scotland.

Reporting to the General Manager, you will work directly with the NYCOS Team to support the running of the organisation. Your responsibilities will include working directly with a wide variety of people including customers and music teams, providing administrative support for the office, managing orders and our stock.

This is an ideal entry level role for the cultural and education sectors and will give invaluable experience in working for an artistic organisation. It is essential that you possess good written and oral communication skills and are able to take initiative.



# JOB DESCRIPTION

**Job Title:**

Office Administrator

**Reporting to:**

General Manager

**Supervises:**

No line management responsibility

**Location:**

The Mitchell Library, Glasgow

**Hours:**

Full time (35 hours), some evening and weekend work as required

**Salary:**

£18,000-19,000 per annum

**Starting Date:**

December 2021 or as soon as possible.



# RESPONSIBILITIES



NYCOS National Boys Choir, Central Hall, Edinburgh (2019) Photo by Drew Farrell

## Role Purpose

Provide administrative support and assistance for the NYCOS administration, working with the General Manager.

## Responsibilities

General office administration, including reception duties, supporting customers and service users with enquiries, office supplies and post

Liaise effectively with delivery staff, participants and public

Process publications and resources orders, taking credit card payments and despatching orders

Administer the publications and resources stock control including movement of publications (some manual handling required)

Work with the finance function, especially coordinating payments, invoices and arrears  
Take membership payments and recording onto our CRM

Maintain the organisational diary and booking meeting rooms

Administer office HR systems, including the regular updating of the staff handbook, and annual leave, sickness absence forms etc

Create reports for funders as required

Communicate with and administer payments from the NYCOS Friends

Administer Board of Trustees meetings, including Finance and General Purpose Committee as required by the General Manager



# RESPONSIBILITIES

Use organisational systems for all activities, including financial and CRM systems

Deliver front-of-house duties at performance and concerts, including attending a minimum of 5 concerts throughout Scotland as required

Support the NYCOS Office staff as required

Any other reasonable duties deemed appropriate

*Please note this post requires some manual handling and training will be provided where required.*



# PERSON SPECIFICATION



NYCOS West Lothian Choir playing a musicianship game, West Calder(2019) Photo by Sally Jubb

## Essential

Ability to communicate effectively with a range of stakeholders in a variety of ways

Good IT skills and proficient in the use of Microsoft Excel, Word and Outlook

Ability to work in a fast-moving office and handle changing priorities

Ability to problem-solve and take initiative

## Desirable

Good working knowledge of effective administrative systems and processes

Interest in the arts and education

Suitable experience in administration or business



# TERMS & CONDITIONS

## Hours

Working hours are flexible, between 8.30am to 6.30pm, Monday to Friday, with one hour per day for lunch. This role will involve occasional weekend work, worked within the contracted time, not as overtime.

## Salary

£18,000-19,000 full-time, 35 hours per week.

## Pension

Employer Contribution is currently 5%.

## Holiday entitlement

25 days per annum, plus Bank Holidays.

## Reporting to

This post will report to Eilidh McNaughton, Acting General Manager, NYCOS.

## Start Date

As soon as possible.

## Notice

1 month.

The post-holder must have the right to work in the UK and will be required to provide the necessary paperwork to verify this. Ideally, the post-holder will also have a valid driver's licence.

The post-holder must be a member, or eligible to become a member of the PVG scheme administered by Disclosure Scotland.

**NYCOS is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage or civil partnership.**

By applying for this vacancy, you consent to the safe storage and handling of any personal data you've provided us with. We will never share your data with a third-party without your consent. You can request the removal of your data at any time, by emailing [info@nycos.co.uk](mailto:info@nycos.co.uk).

Unfortunately, we will only be able to give feedback to those candidates who are shortlisted.

# HOW TO APPLY

You will be required to complete and submit the following:

**Curriculum Vitae (CV), 2 pages maximum, 11pt minimum font size, to include contact details for 2 references**

**Covering letter, letting us know why you would like to work with us in this role and the skills and experience you would bring to the position, 2 pages maximum, 11pt minimum font size**

**Equal Opportunities monitoring form**

In order to ensure the shortlisting process is anonymous and fair, please do not include your name or photograph on your CV or covering letter. Instead, please include personal details in the Equal Opportunities monitoring form. You should have proof of your Right to Work in the UK, and be prepared to provide evidence if required. The successful candidate will be required to complete a full Right to Work check before commencing employment.

## **Deadline for applications**

Please send your completed documents to [jobs@nycos.co.uk](mailto:jobs@nycos.co.uk) by 9am on **Monday 1 November 2021**. We will not be able to consider applications received after this deadline.

Interviews will take place in person or via video call. We will provide a BSL interpreter or live captioning if required. Please get in touch if you require any adjustments or assistance to participate, should you be invited to interview.

If you would like to discuss this role further or discuss access requirements before you make an application, please contact Edward Milner, Chief Executive Officer via [edward.milner@nycos.co.uk](mailto:edward.milner@nycos.co.uk).

We welcome and encourage applications from all communities and especially those from minority ethnic communities. Our board and staff believe by improving the diversity within our organisation and our leadership, we will improve the quality of our work.

Good luck with your application and thank you for your interest in NYCOS.



**nycos.co.uk**

f @nycoscotland



Cover: NYCOS National Girls Choir, Spring Concert (Perth Concert Hall 2019) Photo by Drew Farrell

This Page: NYCOS National Boys Choir, Spring Concert (Edinburgh Central Hall 2019) Photo by Drew Farrell

Job Pack design by Rachel Murphy

National Youth Choir of Scotland (known as NYCOS) is a registered Scottish charity, SC024899.