



BSO Participate Administrator

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1. About the BSO and BSO Participate

Championing culture in people's lives

One of the UK's best-loved orchestras, **Bournemouth Symphony Orchestra** is a professional ensemble known for championing the role of culture in people's lives. With residencies in Bournemouth, Bristol, Exeter, Portsmouth and Poole, it is the largest cultural provider in the South West of England, serving one of the biggest regions. Challenging barriers to high-quality music for all, the BSO is committed to improving equality, diversity and inclusion in classical music, in our workforce and leadership.

Beyond the concert hall, the BSO's mission is to inspire and nurture the musical ambitions of people resident across the 10,000 square miles of the South and South West of England. The award-winning BSO Participate programme has captured global attention with a series of pioneering projects that annually reach around 80,000 people of all ages and walks of life:

- We take music into schools and colleges, ensuring young learners have a chance to participate, be creative and express-themselves through music.
- Our Young Associates initiative provides a career springboard for two talented music leaders under-represented in music.
- BSO Resound, the first professional disabled-led ensemble at the heart of any major symphony orchestra, was acknowledged for its impact by the Royal Philharmonic Society in 2019.
- Our Bristol-based Recovery Orchestra, run in collaboration with Bristol Drugs Project, is changing the lives of people recovering from addiction.
- Our programme of dementia-friendly work includes Cake Concerts, projects in care homes and musical interludes on hospital wards. In November 2017, BSO was recognised as the Alzheimer's Society's Dementia-Friendly Organisation of the Year for its work in support of people living with dementia.

Following the national lockdown in 2020, the BSO was one of the first British ensembles to broadcast its live performances with 65,000 views of its performances in the first six months. Digital innovation has continued in BSO Participate with digital content engaging with schools, care homes and more.

You will be joining at an exciting time where BSO Participate are back engaging with communities in person across the South and the South West. We're looking for someone with the right potential, to support them to develop a dynamic career in arts administration.

2. Role Description

BSO Participate Administrator

Salary: £18,000 (2-years fixed term)

Hours: Full time, with all types of flexible working considered

Employee benefits include:

- Annual leave entitlement of 28 working days including bank holidays, which will increase with one additional day for each year of service up to 30 working days;
- Discretionary quota of leave between Christmas and New Year, usually giving an additional 3 or 4 days leave depending upon where Christmas day falls;
- Personal Pension with an employer contribution (5%) and the option of salary exchange;
- Generous Life Insurance which provides a life cover of 3 times salary;
- Access to the BSO's health and wellbeing programme which includes an Orchestra Doctor, on-site masseuse, on-site yoga and a discount with a local physiotherapist;
- Medical cover from Medicash, a cash plan scheme providing money for a large range of treatments including dental treatments, optical care, specialist consultations, diagnostic tests and scans, chiropody, prescriptions, inoculations and flu jabs, health screening, complementary therapy such as physiotherapy, sports massage, acupuncture, osteopathy and chiropractic treatment and alternative therapies such as reflexology, reiki, Indian head massage, Bowen and Alexandra technique, homeopathy, allergy testing and hypnotherapy as part of a treatment plan;
- Free Will writing service and initial legal consultation covering a number of areas of law;
- Employee discount and cash back scheme on high street brands and companies;
- Complimentary tickets to BSO concerts and theatre/cinema at the Lighthouse when available;
- Free car parking close to BSO head office at Poole, Lighthouse.

Reporting to: BSO Participate Programme Manager (Schools and Young People), with dotted line to BSO Participate Programme Manager (Community, Health and Wellbeing) and Head of BSO Participate

Key relationships: Head of BSO Participate, BSO Participate Programme Managers, BSO Participate Programme Coordinators, BSO Associates, BSO Young Associates, Orchestra and freelance musicians, Concerts, Finance, Marketing, Communications and Development

Role Summary:

The BSO Participate Administrator will support the BSO Participate team in the planning, delivery, monitoring and evaluation of a busy and innovative programme. You will be leading on administrative duties to ensure the efficient development of programmes of work with a diverse range of participants including children and young people, families, people experiencing mental health issues, older people, and people living with dementia. You will need to be passionate about making the arts inclusive and accessible for everyone.

Key responsibilities:

The BSO Participate Administrator will lead on all administrative duties across BSO Participate to ensure the smooth and effective delivery of a busy and diverse programme, key responsibilities to include:

- Coordinating regular Participate team meetings, taking minutes and distributing actions, occasionally chairing these meetings
- Supporting on evaluating events and programmes, including data management with participants, artists, and audiences, creating feedback forms and distributing to different groups
- Supporting BSO Participate team in financial administration including processing invoices, artists' expenses, leading on monthly freelance payments and coordinating these with finance team, and other financial admin as necessary
- Leading on ensuring all BSO Participate staff including Associates, musicians, and freelancers have up to date DBS checks, creating supporting lanyard and ID cards for events
- Managing and maintaining databases to assist with programme planning and development including OPAS (internal organisation calendar), and creating Participate schedules
- Supporting Participate Coordinators with event set up – creating events and mailing lists on Spektrix (ticketing software), scheduled mail outs (Dotdigital) and drafting webpages on the website (Wordpress), and answering any event queries from customers and participants
- Handling and distributing contracts for artists and communicating with the BSO Participate team
- Logging information to enable accurate record keeping including monitoring figures for funders
- Assisting with BSO Participate programme enquiries through phone, email and in person, being in charge of the Participate email inbox
- Compiling data sets, reports, and case studies for internal and external advocacy of the programme
- Supporting with event organisation across the whole team. This can include going on site visits, supporting with venue liaison, health and safety protocols, putting together briefing sheets, supporting with schedules, for example BSO On Your Doorstep concerts, BSO Voices, Young Associates and National Open Youth Orchestra (NOYO).
- Supporting with hands-on delivery of the programme

3. Person Specification

Experience and Skills:

Confident spoken and written communicator with a range of people; including participants, colleagues, artists and stakeholders	Essential
Excellent digital skills – confident in word processing, Excel, website skills	Essential
Background in music	Desirable
Experience in a creative/performing arts organisation in an administration role	Desirable
Experience working with artists	Desirable
Experience working with and supporting people from diverse backgrounds	Desirable

Personal Attributes:

Proven interest and enthusiasm for working with music and with people	Essential
Excellent team working skills and the confidence to work independently	Essential
Highly motivated and proactive	Essential
Proven organisational skills with an ability to prioritise workload	Essential
High level of attention to detail	Essential
Confidence engaging with range of people of varying ages and from diverse backgrounds calmly and sensitively	Desirable

General:

Availability and willingness to work evenings/ weekends when required	Essential
Current clean UK drivers licence	Desirable

The BSO is committed to equal opportunities and values diversity in its workforce.

We welcome applications from all sections of the community, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sex, sexual orientation, or any other equality characteristic, and make appointments purely on ability to fulfil the role. We actively welcome applications from individuals with backgrounds currently underrepresented in the arts.

We are proud to be recognised as a Disability Confident employer, and are committed to making reasonable adjustments in the recruitment process.

4. How to Apply

Please visit <https://bsolive.com/jobs/> and complete the online application form and send to us with a cover letter referencing the Job Description and Person Specification.

Deadline for applications is **Friday 8th July 5pm**.

Shortlisted candidates will be informed at the latest by **Friday 15th July**. Candidates that aren't shortlisted will be contacted.

Interviews to be held in Poole or online on **Wednesday 20th July** and **Friday 22nd July**. Interview questions can be provided in advance if successful.

If you would like more information or a friendly confidential chat about any aspect of the job before applying, please contact Jess Craig at jcraig@bsorchestra.co.uk to arrange a phone call. If you need any of the application documents in a different format or have any questions about or need support with the application process, please also get in touch.

The BSO is committed to safeguarding through safer recruitment. All our roles require the successful candidate to complete a Disclosure and Barring Check, the receipt of satisfactory references and be eligible to work in the UK.