



Operations Officer: Job Description

Salary: £28,090 pro rata

(Flexibility to choose a contract between 4-5 days/week)

Location: Mowll Street Business Centre, 11 Mowll Street, London SW9 6BG

Role Specification: The *Music as Therapy International* Operations Officer will be a full or part-time, office-based role (32-40 hours per week, subject to agreed contract). The Operations Officer will play a supporting role with responsibilities extending across all areas of the charity's activities and operations, working closely with the whole team. It is a broad role with plenty of opportunities for agency, and scope to progress and specialise with experience.

Person Specification:

	Essential	Desirable
A friendly, flexible team player	✓	
Confidence and maturity	✓	
A positive outlook and a charitable mindset	✓	
Good at taking initiative and problem-solving	✓	
A methodical, systematic organiser	✓	
Competence using MS Excel and wider Office applications	✓	
Clear communicator in written and spoken English	✓	
Strong attention to detail and accuracy	✓	
Strong numeracy skills	✓	
Strong proof reading skills	✓	
An interest in the role of Social Media	✓	
A good listener with a curiosity to deepen understanding	✓	
Reliable	✓	
An interest in disability, vulnerable people and social care		✓
An interest in music/music therapy		✓
An interest in international development		✓
Experience of using Wordpress		✓

Summary of Responsibilities:

1) Project Administration

Responsibilities will be guided by our Director, UK Programme Co-ordinator and International Programme Manager, and will include:

- *Recording the impact of the charity's activities and working with the team to analyse this, using our learning to inform our future activities*
- *Maintaining the library of resources for our multi-lingual Distance Learning Programme and contributing to its continued development*
- *Providing administrative support for the development and delivery of all our activities (incl. research, updating recruitment materials & records, fieldwork logistics, paying expense claims, reforecasting, liaising with wider contributors to our work).*

2) External Comms

Responsibilities will include:

- *Signposting charity enquiries*
- *Co-ordinating the team's contributions to our External Comms plan*
- *Shaping content of social media posts, publishing and replicating across all our channels*
- *Collecting analytics and engagement data*
- *Contributing to the maintenance of our website.*

3) Financial Administration

Responsibilities will include:

- *Maintaining accurate records of our income and expenditure*
- *Making payments and processing expense claims*
- *Issuing invoices and paying in cheques.*

4) Fundraising

Responsibilities will be guided by our Fundraising Manager and will include:

- *Monitoring and reporting on income from different sources*
- *Updating and maintaining donor records*
- *Undertaking Gift Aid administration*
- *Extracting financial information to support our fundraising activities*
- *Contributing to the stewardship of donors.*

5) Governance

Responsibilities will include:

- *Preparing papers for Trustee Meetings, attending and taking minutes*
- *Working with the team to keep our policies up-to-date*
- *Helping fulfil our requirements with respect to wider contributors to our work (incl. safeguarding checks & circulating policies)*
- *Helping fulfil our obligations to the Charity Commission.*

6) Team Administration

Responsibilities will include:

- *Providing general administrative support to the team and wider contributors to our work*
- *Office management*
- *Supporting the team in recording leave*
- *Organising occasional team social events.*

Date: 11th March 2024