



## Operations Assistant

<b>Reports to:</b>	Finance and Operations Director
<b>Contract:</b>	Initially 12 months, to be extended by mutual agreement. There will be a three-month probation period.
<b>Hours:</b>	Full time (35 hours per week), pattern to be agreed within core organisational hours of 09:00 to 17:00 Monday to Friday.  Some occasional weekend and evening work will be required.
<b>Annual Leave:</b>	26 days per year, plus bank holidays.
<b>Salary:</b>	£28,665 per year, plus statutory pension contributions as applicable.
<b>Location:</b>	Home working with some travel for meetings and events. Any travel and accommodation costs will be reimbursed.

---

### About Young Sounds UK

Young Sounds exists because musical talent is everywhere but opportunity isn't: family finances and other obstacles too often get in the way. We're here to change this in two key ways:

- We support young musicians from low-income families with funding and other help;
- We support music education through training, advocacy and research.

We became an Arts Council England National Portfolio Organisation in April 2023 and also joined an expanded cohort of National Youth Music Organisations (NYMOs). We currently support over 1,000 individual young people across the UK every year and demand for our support is increasing. It's an exciting time to join a pioneering organisation at the forefront of British music education.

Our small and fully remote team work across the UK, comprising a mix of full time and part time employees supported by specialist part time and term time freelancers.

Young Sounds UK is the working name for registered charity Awards for Young Musicians.

## Role Overview

This new role at Young Sounds UK will provide a wide range of support across the organisation, managing the logistics for our events, assisting our Development team with vital fundraising tasks, and handling a wide range of organisational administration.

The candidate needs to have excellent communication and relationship building skills, and to be organised, flexible and with a great attention to detail. They should be comfortable liaising with venues and managing logistical aspects of the events programme, but also adept at juggling a variety of administrative responsibilities at the same time.

## Working relationships and expectations

You'll report to the Finance and Operations Director, but work closely with colleagues throughout the organisation including:

- assisting the Development team with fundraising events and administration.
- working with the Thrive team to coordinate the logistics for their programme of musical opportunities.
- handling the booking and travel arrangements for the delivery of our Discover programme training sessions.

This is a homeworking position with some flexibility required to travel for meetings and events. Office equipment will be supplied as required. Any travel and accommodation costs will be reimbursed.

---

## Key tasks

### Event Logistics

- Coordinate the logistics for a variety of events and meetings, such as fundraising events, Discover training sessions, team or Board meetings, and other organisational events as required.
- Work closely with the Thrive Programme Director who leads on the programming and musical content of events where applicable (e.g. fundraising concerts, Thrive Awards Days).
- Project manage logistics such as date and venue selection, catering, accessibility requirements and technical arrangements.

- Make arrangements for any specific items or equipment to be available as needed e.g. that percussion instruments are available at Discover training sessions; that a piano is available and tuned at fundraising concerts.
- Manage invitations and attendee confirmations where delegated.
- Source potential new venues to briefs, adding new records to Salesforce and updating records for existing venues.
- Research and book overnight accommodation for attendees as necessary, including for staff, freelancers, performers and their families.
- Provide guidance on, and handle queries relating to, travel to events.
- Produce event logistic materials such as briefing documents and attendee forms, in conjunction with the relevant colleagues depending on the event.
- Ensure appropriate health and safety and safeguarding briefings are delivered to the relevant sets of attendees for each event.
- Where required, liaise with the Marketing and Communications Team to prepare printed materials, banners and other collateral and ensure these are in the right place at the right time. This may include bringing such items to events.
- Look after arrangements for performers at fundraising events, such as buying snacks and arranging the green room, and purchasing thank you vouchers.

### **Event Administration**

- Maintain up to date records for all events in Salesforce.
- Ensure all booking details are shared with those who need them – internal colleagues as well as wider parties, as agreed with the relevant area lead. Wider parties could include facilitators and the training settings for Discover sessions or families of attendees at Thrive Awards Days.
- Ensure risk assessments are completed and logged for all events, working with the area leads as needed to support the use of standardised templates.
- Assist with the budget management of events by logging quotes and expenditure on the relevant systems.
- Ensure post-event administration is carried out in a timely manner, including updating event statuses, adding performer roles/biographies as assets to Salesforce, and ensuring attendance data has been accurately recorded.
- Log feedback from events on Salesforce, including ensuring permission has been obtained to use quotes publicly when needed.

### **Fundraising Specific Support**

- Log relevant materials, documents and actions on Salesforce or other systems as delegated by the Development Team, including thank you cards, legacy enquiries and Gift Aid records.

- Assist with desk-based research into new funders using funding databases and other sources, adding related information to Salesforce.
- Liaise with the Development team and Programme teams as needed to respond to enquiries about the donation of instruments. Make the relevant logistical arrangements where such donations are then made.

### **Organisational Support**

- Manage the general enquiries inbox, forwarding to the appropriate colleagues and following up as required.
- Maintain the shared organisational calendar.
- Manage the administration of the annual leave booking system.
- Support the Finance and Operations Director with recruitment processes where required, such as posting job adverts and being the first point of contact for incoming queries in the initial stages of the recruitment cycle.
- Support the Finance and Operations Director with the administration relating to DBS checks.
- Identify and assist with implementing improvements to organisational processes and procedures.

### **Other tasks**

- Attend weekly team call on Mondays 10.00 to 10.30 where possible, and an in-person meeting every two months (interim team meetings are online).
- Be responsible for meeting minutes from time to time: this is shared across the whole team.
- Ensure adherence to the organisation's policies and procedures, including in matters relating to safeguarding and GDPR.
- Contribute to the organisation's ongoing development, by engaging in discussions as appropriate and undertaking training as requested or in pursuit of personal development.
- Contribute to the organisation's strategic priorities, including to equity, diversity and inclusion, ensuring that this informs all activities.
- Work in a flexible manner in line with the organisation's objectives and be willing to occasionally undertake other duties as reasonably requested.

## **Person Specification**

### **Key Skills**

- Strong organisational and time management skills, able to handle diverse projects and high volume tasks.

- Ability to prioritise competing needs across multiple individuals.
- Strong verbal and written communication skills.
- Ability to work to high levels of accuracy, with attention to detail while meeting deadlines.
- Proficiency in Microsoft Office suite, especially with Word, Excel and PowerPoint.
- Proficiency with customer relationship management (CRM) tools and databases.

### **Personal Qualities**

- Proactive, with the ability to work remotely from home and to manage own workload efficiently without direct supervision.
- Confident in dealing with a wide range of people and situations.
- Highly motivated with a commitment to and understanding of the organisation's vision.
- The energy, enthusiasm and passion for supporting young people with musical potential.

### **Experience**

- At least 3 years working in a similar, busy and varied role.
- Experience of coordinating the logistics for a range of events.
- Experience working with a team, collaborating with multiple stakeholders.
- Proven experience of working to multiple competing deadlines.

### **The following would also be desirable**

- Experience of working within a fundraising capacity.
- Knowledge and experience of working within safeguarding procedures.
- Experience of working with sensitive data together with an understanding of current data legislation GDPR.
- Enthusiasm and passion for music in all forms!

### **Other requirements**

- Right to work in the UK.
- This post is subject to an enhanced DBS check.

### **How to apply**

Please submit your application using this form: [click here](#)



You will be asked to attach a supporting statement of no more than two sides of A4, addressing how you are a strong candidate for the position, details of relevant experience etc. You are advised to address the selection criteria for the role as detailed in the Person Specification.

Please note that applications will be shortlisted on an anonymous basis, so any identifying information should not be included in the supporting statement and will be removed prior to sharing with the panel.

Young Sounds UK is an equal opportunities and Real Living Wage employer. We operate an anonymised recruitment process to try and eliminate unconscious bias. We are committed to attracting and recruiting diverse candidates as it's important that our trustees, staff and volunteers reflect the communities we serve at every level within the organisation.

Applicants are asked to complete an Equal Opportunities Form, which is submitted separately from their application. The form is only seen for administration and monitoring purposes. It is not considered for any selection decisions and is not shared.

Due to the volume of applications we receive we are unable to provide feedback to applicants who have not been invited to interview.

Any queries about the role or application process should be sent to:

[recruitment@youngsounds.org.uk](mailto:recruitment@youngsounds.org.uk)

### **Key dates**

- The deadline for applications is 12 noon on Tuesday 15<sup>th</sup> July 2025.
- Applicants invited to interview will hear from us by Thursday 17<sup>th</sup> July 2025.
- Interviews are expected to be held via video call on Monday 21<sup>st</sup> July 2025. Candidates will not be expected to prepare a presentation or undertake a task at the initial interview stage.