

Admin and Schools Assistant - Job Ad

<u>Application Deadline:</u> Fri 23rd Jan 2025 - 5pm Applications must be sent to amy@thestringsclub.org	<u>Online Interview Dates:</u> Wc 26th Jan 2025 Specific dates to be confirmed.	<u>Salary:</u> Per Annum £ 29,010.00 (pro rata)
<u>Days/Hours:</u> 4 days a week 9am - 5pm** Hybrid: Working from home or we have an office in Harborne, Birmingham <i>**During school holidays hours required will be: 7am - 3pm.</i>	<u>Working with:</u> Director Events Ops Manager Admin and Schools Manager Marketing Team Resource Manager Activities Manager Recruitment and People Manager Interns	<u>Other Perks:</u> Free childcare at our Holiday Camps (if you have kids) PLUS Pension scheme PLUS Up to 28 days holiday(pro rata) PLUS Quarterly bonus scheme PLUS Annual membership to wellness app FIIT PLUS Quarterly paid training

Job Summary

The Strings Club is looking to welcome a dedicated, organised and friendly Admin and Schools Assistant to join our Head Office team.

This role plays a vital part in supporting the smooth delivery of our 5★ rated programmes, including our Ofsted-registered Holiday Camps, #Music4All School Sessions and Discovery Days. Since 2012, these programmes have welcomed almost half a million children across the UK.

Working closely with the Head Office team, the Admin and Schools Assistant will provide high-quality administrative support across our Holiday Camps and School Sessions, act as a key point of contact for parents and schools, and support the continued growth of our School Sessions programme, which provides every child with free instrument hire.

This role is ideal for someone with hands-on experience in the educational or out-of-school sector who is customer-focused, proactive, and passionate about music, the arts and childcare.

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Main Duties & Responsibilities

Administration

- Manage and maintain childcare voucher and third-party payment systems, including Bright Horizons and My Family Care
- Act as the main point of contact for customer feedback, responding promptly and professionally
- Support on-site teams by responding to and resolving any issues arising during Holiday Camps and School Sessions
- Answer Head Office phone calls and respond to emails and messaging services in a timely manner
- Design, schedule and send Holiday Camp communications, including "Essential Information", "Daily Newsletters" and "Come Back Soon" emails via Mailchimp
- Work with the Head Office team to complete Post Event Evaluation Meetings to support continuous improvement
- Support the launch and scaling of new sites alongside the Head Office team

Schools

- Work closely with the Admin & Schools Manager to support entry into new schools
- Contact and liaise with schools to promote and advertise our Holiday Camps
- Support relationships with existing school partners to increase engagement

Person Specification

Essential

- Proven experience in a fast-paced administrative role
- Experience within childcare, holiday camps or out-of-school provision
- Strong organisational skills with the ability to manage multiple priorities
- Friendly and professional manner with excellent written and verbal communication skills
- Ability to work both independently and as part of a team
- Ability to meet deadlines in a busy environment
- Good working knowledge of Google Workspace (Drive, Docs, Sheets), Canva and Mailchimp

Desirable

- A passion for music, the arts and/or music education
- Experience working with schools or education partners

About Us

The Strings Club is a multi award-winning company that inspires kids aged 4-11 through the joys of music. Our 5* rated Holiday Camps and School Sessions offer a blend of musical magic and interactive screen-free activities. Rated Platinum on Feefo with an outstanding 4.8 score, The Strings Club has gained national recognition for its refreshing approach to childcare and music from key figures such as Richard Hallam MBE, Chair of the Music Education Council, to business industry experts such as The Apprentice's Karren Brady.

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Location

This role is primarily remote, with quarterly face-to-face meetings held in either London or Birmingham. We also have an office in Harborne, Birmingham if this suits too.

How to Apply

Please send your CV along with a short covering letter explaining what you would bring to The Strings Club to:  amy@thestringsclub.org

We look forward to hearing from you.