

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

JEGS Reference 00740

DEPARTMENT: Children's Services	SERVICE GROUP: Schools & Learning
POST TITLE: Operations Administrator	REPORTS TO: Business Manager
GRADE: Band 8	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post: Max 3 sentences

Supporting various finance and business administration tasks, including invoicing, parental debt, data analysis, and general admin duties. To support the Music & Arts Service by ensuring effective, efficient, and timely delivery of services.

Managing the website, social media presence, training staff on operating systems, delivering financial reports, data returns, client invoicing, and communications.

Assisting the Assistant Management Team, Heads of Discipline, Teaching Staff, and West Yorkshire Music Hub partners, maintaining excellent customer relations. Additionally, to ensure respectful and efficient customer interactions for schools and parents, from lesson sign-ups to debt management.

Main Responsibilities of Post: Max 15 Bullet points

1. Develop, maintain and update the Music & Arts Service and West Yorkshire Music Hub websites and social media ensuring an engaging online presence and that they are user friendly and contain accurate meaningful information.

2. Maintain and interrogate information databases, handle enquiries, and input data accurately. Providing bespoke reports for the Senior Leadership Team of the Service. Review, improve, and implement systems to enhance service efficiency and user experience. Participate in specialist groups, resolve issues, and develop new operational procedures.
3. Train, support and mentor staff, including new administration and teaching staff, in office procedures and systems.
4. Ensure payroll data accurately collated and processed using specialist management software which alters monthly for a large cohort of hourly paid staff with ever changing timetables.
5. Collaborate with colleagues on joint projects and provide technical support for the service's music management system (SpeedAdmin) ensuring this is developed through to its full-service potential.
6. Support the Business Manager and Head of Service by managing multiple contracts, SLAs, scheduling lessons, and addressing complaints or staffing issues to ensure continuous service delivery and effective teaching. Using professional judgement in addressing enquiries, managing contracts/SLAs, and supporting continuous service improvement.
7. Leading on and producing copy and content for: internal and external communications, marketing materials, and social media to engage stakeholders in an appropriate and meaningful manner.
8. Handle financial and operational responsibilities, including debt recovery, reporting, timetabling, quality assessments, and coordination with stakeholders to improve service standards and outcomes. Provide financial and performance data for internal and external reporting needs. Manage payments, handle sensitive financial matters effectively, and accurate record-keeping for cash and online systems.
9. Monitor the instrument stock from ordering for schools/pupils to repair authorisation/replacement and returns ensuring correct numbers of instruments are issued each academic year to support the teaching booked.
10. Organise, administer, and support events, collaborating with internal and external partners, fostering teamwork, and providing guidance to colleagues to achieve efficient and impactful results. Ensuring adherence to policy and protocol, Child Licencing and effective communication with stakeholders.

11.Key point of contact for the Data returns to Arts Council for the Bradford MDC and the Wider West Yorkshire Music Hub (which incorporates Leeds/Wakefield/Kirklees/Calderdale Council Music Services) ensuring all data is provided accurately and in a timely fashion to fulfil Arts Council grant requirements. Prepare reports and analyse information to help with strategic planning and direction.

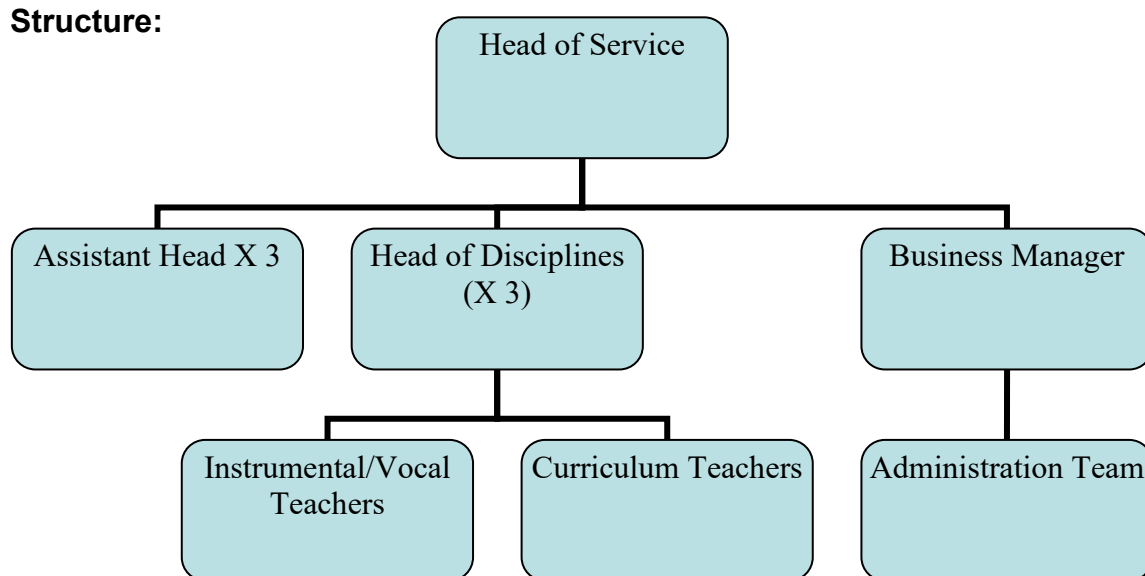
12.Build ticketing services and sales for events and concerts via Eventbrite ensuring accurate information is provided to customers on the purchase or tickets, monitoring all sales and refunds.

13.Main point of contact for annual timetabling process across all of the schools in the Bradford District taking into account specific school requests from 793 school contracts and 845 pupils co-ordinating time/geography/discipline ensuring that efficient timetables are generated for each member of the teaching staff which is manageable and cost efficient to the service.

14.To support and assist the Business Manager and Head of Service in covering multiple contracts across the Bradford MDC schools and parents with user friendly documentation/online electronic booking forms – advice and guidance to schools on their requirements which currently (2024-25) equates to £765,729 of contracted work.

15.Deputise for the Business Manager in their absence.

Structure:



Special Knowledge Requirement. Will be used for shortlisting. Max 10

	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	

Due to the Governments Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the <u>Advanced threshold level</u> . Which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously. (this will also be tested during the interview).	x
Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work	x
Uses a range of specialist ICT systems across own work area and/or across other areas of work – including Speedadmin, website and social media support	x
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.	x
Carries out a variety of working practices, applies complex regulations, rules, procedures and processes across a technical /specialist area	x
Able to provide telephone advice and ICT support to end users	x
Knows and understands how to use, interpret, handle and communicate, often complex and detailed information, and relay it to service users/stakeholders in writing and/or over the telephone / face to face.	x
Demonstrates a high level of numeracy, literacy and accuracy across a range of activities Uses, interprets, analyses and communicates complex information from a variety of sources.	x
Relevant experience requirement: Will be used for shortlisting	
Evidence of having previously spoken fluently to members of the public in order to meet the Advanced threshold level outlined under Special Knowledge above.	
A minimum of 3 years experience in a senior administrative role, preferably in an educational setting including debt collection, financial and data management responsibility/extraction.	
Strong debt management skills/negotiation skills.	
Excellent website/social media knowledge.	
Must be able to work in a busy team environment with ever changing priorities and also be able to work alone when necessary in a competent fashion.	
Relevant professional qualifications requirement: Will be used for shortlisting	
The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the Advanced threshold level outlined under Special Knowledge above.	
A minimum of 3 years experience in an administrative role preferably in an educational setting, including financial and management information systems.	
Relevant Degree or appropriate experience of administration at this level.	
Evidence of training on the use of websites and social media, data interrogation, analysis and extraction.	
Core Employee competencies to be used at the interview stage.	

Carries Out Performance Management
Develops and delivers practical interventions to maintain service delivery and meet changing business requirements. Embeds a culture of continuous improvement and quality.
Communicates Effectively
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; negotiating and persuading and handling private, confidential and sensitive information. Effectively communicates and engages with individuals and groups. Able to understand and present sensitive information clearly to individuals and groups. Able to draft complex or non-standard letters, emails and reports in a logical and accurate manner. Able to demonstrate significant verbal skills in discussion negotiation and when giving advice.
Carries Out Effective Decision Making
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. Identifies relevant information to support informed and consistent decision making to reach an identified outcome Able to analyse and interpret relevant data/information. Proposes and implements viable solutions. Makes sure complaints/queries are resolved effectively.
Undertakes Structured Problem Solving Activity
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. Able to resolve operational problems using a standard process/approach or exercise judgement in situations where there are no precedents to draw upon. Able to analyse problems and generate a number of potential solutions Implements and monitors solutions.
Operates with Dignity and Respect
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.
Working Conditions:
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.
Special Conditions:
Ability to work out of hours to assist with concerts and events (evenings and weekends)
Compiled by: Business Manager
Date: 20.11.24

DB 12/03/25	Band 8	
----------------	--------	--