

**JOB TITLE:** Instrument Assistant

**SALARY:** depending on skills/experience

**HOURS:** Full-time (job share/part-time hours considered)

**DEPARTMENT:** Resources

**REPORTS TO:** Head of Resources

**LOCATION:** Central Services, Berkshire Maestros, Stoneham Court, 100 Cockney Hill, Reading RG30 4EZ.

**JOB PURPOSE:**

To assist with the organisation and management of the Berkshire Maestros' instrument stock and deputise for the Instrument Co-ordinator.

**Duties include:**

- Processing instrument hire requests/returns and generate relevant documentation, updating records on the database and communicating with customers accordingly.
- Responding to customer enquiries through email, telephone and web based communication.
- Using the company van, deliver/collect instruments to and from music centres/schools on a weekly basis.
- Working with colleagues to facilitate the provision of project instruments, according to school Service Level Agreements (SLAs).
- Maintaining and repairing instruments at basic level (training provided) and arranging external specialist repairers as required.
- Ordering and distributing instrument consumables.
- Ensuring all instruments are stored correctly and securely in appropriate cupboards and storage areas, keeping teaching rooms and public spaces clear whenever practicable.
- Carrying out risk assessments with regards to storing and moving instruments safely, adhering to any 'working from height' and 'manual handling' guidance and training.
- First Aider to cover head office requirements.
- Acting as deputy to the instrument co-ordinator and back up to other Resources Team members.
- Other duties and responsibilities commensurate with their grade as may from time to time be required.

This Job Description reflects the current situation and does not preclude change or development that might be required in the future. Other duties may be required in line with the current and/or future needs of the business.

**Person Specification:**

**Essential:**

- Excellent knowledge of Microsoft Office applications, particularly Excel
- Driver with clean driving licence
- Friendly and approachable with the ability to work with internal/external suppliers, organisations, colleagues and parents.
- Confident and able to use own initiative and to work independently.
- Energy and enthusiasm, with an adaptable and flexible "can-do" attitude to problem solving
- Well organised, honest and trustworthy individual
- Suitability to work with an organisation involved with children

**Desirable:**

- Some music education or interest to a reasonable level will assist the successful applicant
- Asset/stock management experience in a similar field

**Berkshire Maestros Core Values**

- Ambition and access for every child and young person
- Excellence in practice
- Commitment to our partnerships and community working
- Respect, professionalism and investment in our colleagues
- Effective and evolving communication
- Positive and proactive approach
- Determination to drive continuous improvement and embrace change

Berkshire Maestros is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be subject to an Enhanced Disclosure and Barring Service (DBS) check. Berkshire Maestros takes the responsibility of child protection very seriously and checks the suitability of staff and volunteers to work with children. Berkshire Maestros is an equal opportunities employer.