

# MUSIC RESOURCES TECHNICIAN

## Job Description and Person Specification

<b>Location:</b>	Kent Music Head Office, Javelin Way, Ashford, TN24 8FN
<b>Working Hours:</b>	Full time, 37 hours per week
<b>Contract:</b>	Permanent
<b>Salary:</b>	£25,798.97, pro rata, per annum, plus a workplace pension auto-enrolment contribution from Kent Music of up to 3% of salary. (Subject to meeting minimum requirements)
<b>Annual Leave:</b>	22 days per year, increasing to a maximum of 27 days. This entitlement is in addition to statutory bank holidays and three additional days' leave at Christmas. Entitlements are pro-rata for part-time employees.

## 1 About Kent Music

Kent Music is a music education charity and the Hub Lead Organisation (HLO) for the Kent & Medway Music Hub. The organisation is driven by a core belief that music changes lives.

We work closely with schools, colleges, cultural organisations, and other partners to ensure that learners of all ages, especially children and young people, across Kent and Medway have access to high-quality music education both in and out of school.

### Our Values

- **Creativity** – we champion creativity, nurture imagination and spark inspiration
- **Achievement** – we empower people to progress and excel
- **Inclusion** – we open doors, fostering inclusivity and accessibility
- **Awareness** – we recognise the impact of our actions and make ethical and informed choices
- **Joy** – we encourage fun, seeking enjoyment and opportunities for celebration

## 2 About the Role

The Music Resources Technician has responsibility for efficient maintenance, servicing, and repairs of our musical instruments to a high standard, and to ensure that instruments are ready to be hired by schools and students to support musical learning. This role supports the Music Resources Team, ensuring stock and hire records are accurately maintained and instruments are catalogued and labelled correctly. The role requires some driving, and the Music Resources Technician must ensure that all instrument deliveries and

collections are carried out professionally and efficiently, including the loading and unloading of delivery vehicles.

### **3 Job Description**

- 3.1 Perform repairs, cleaning, and servicing on a variety of musical instruments including, but not limited to, unsticking valves and slides, small dent removal, soldering, replacing cork, pads, pearls, and felts, regulating keys, replacing strings. This will involve the use of appropriate hand tools (including a blow torch) and cleaning chemicals.
- 3.2 Move and handle stock around the warehouse and load and unload delivery vehicles. This role requires regular physical activity and involves manual handling and working from height including the use of ladders.
- 3.3 Liaise with the Music Resources Team about deliveries and collections and prepare orders in accordance with deadlines. This will include, but is not limited to, repairing, servicing, and tuning instruments, re-labelling instruments, recording deliveries on the stock update sheets and updating the database.
- 3.4 Assess and service/repair instruments that have come back into the warehouse, notifying the Music Resources Team of any damage or loss, and updating the stock list and database.
- 3.5 Maintain electronic equipment including PAT testing.
- 3.6 Drive delivery vehicles making sure to complete and record all necessary safety checks beforehand.
- 3.7 Complete deliveries and collections safely, professionally, and efficiently, adhering to assigned delivery schedules and routes. Inform the Music Resources Team of any changes or delays.
- 3.8 Abide by all transportation laws and maintain a safe driving record.
- 3.9 Monitor levels of stock and equipment and notify the Music Resources Team of any shortfalls.
- 3.10 Identify ex-Kent County Council instruments to be catalogued and labelled, making sure to accurately record instrument data on the database.
- 3.11 Assist with an annual instrument audit and data cleanse.
- 3.12 Ensure that school and student records are accurately maintained on the database.
- 3.13 Keep the warehouse and workshop areas organised, clean and tidy.
- 3.14 Attend mandatory training on instrument repairs, First Aid, Manual Handling, Working from Height, Health & Safety Awareness and Child Protection/Safeguarding.
- 3.15 Any other duties as reasonably requested by your line manager.

#### 4 Person Specification

	Essential	Desirable
<b>Qualifications and training</b>		
Level 2 Certificate / GCSE level or above qualification (or equivalent experience) in a relevant subject such as music, education, musical instrument repair	✓	
Safeguarding training		✓
Health & safety knowledge and training - including manual handling and working from height		✓
First Aid Training		✓
<b>Knowledge, skills, and experience</b>		
Experience repairing, tuning, and servicing musical instruments	✓	
Experience of transporting and storing musical equipment safely and efficiently	✓	
Demonstrable experience of providing administrative support in a music, arts, community, or education setting		✓
Knowledge of and interest in music and musical equipment	✓	
Able to complete administrative tasks including scheduling, invoices, and maintaining data records	✓	
Understanding of current trends in music education and of the context surrounding the work of Kent Music and partner music education organisations		✓
Excellent written, verbal, and inter-personal communication skills and an ability to relate well to people, including school staff, teachers, colleagues, and personnel from other organisations	✓	
Able to work as part of a team to an agreed plan of action, yet able to use own initiative to work in a proactive way having exercised appropriate judgement	✓	
Well organised and able to prioritise tasks	✓	
Able to undertake regular physical activities, manual handling tasks and working from height (use of ladders)	✓	
Proficient in Microsoft Office applications (especially Outlook, Word, and Excel), and able to learn other platforms as required	✓	

Holder of a full clean UK driving license	✓	
Experience of driving a van		✓
<b>Kent Music attributes</b>		
Able and willing to work flexibly across the organisation	✓	
Knowledge and experience of safeguarding and GDPR processes		✓
Commitment to equality, diversity & inclusion, and youth voice	✓	
Experience of working in the arts and/or charity sector		✓

### **Safer Recruitment Statement**

Kent Music is committed to the safeguarding of all its learners and staff. Safeguarding is a priority, with arrangements in place to ensure learners feel and are safe during Kent Music activities.

The learner experience and individual achievement are paramount, and safeguarding initiatives are developed to impact positively upon this. Kent Music ensures safeguarding legislation and guidance are adhered to, and taken into account when developing and revising policies, procedures, and associated arrangements. Health and Safety arrangements are in place to ensure adherence to current legislation and guidance.

Applicants will be subject to recruitment and selection procedures designed to emphasise Kent Music’s commitment to the safeguarding of its learners and staff. The procedures include questioning at interview stage, verification of appropriate qualifications, acquiring references, and necessary safety checks.

Kent Music has a ‘Designated Safeguarding Lead’ responsible for child protection, supporting staff in carrying out their safeguarding duties, and working closely with other services. Kent Music has appropriate policies and procedures in place to deal effectively with child protection and safeguarding issues, together with recording and monitoring processes.

It is a condition of employment that all staff are trained to a level appropriate to their safeguarding responsibilities. Kent Music’s trustees, Senior Leadership Team, and the safeguarding working group will continue to keep abreast of developments in this area and implement arrangements to continually improve the safety and awareness of its learners, staff, and volunteers.

### **Diversity and Inclusion Statement**

Kent Music values diversity and particularly welcomes applications from under-represented groups of the community.

To address barriers, we will consider reasonable adjustments and access requirements throughout the application and interview process. Please alert us about anything we can do to make your application and interview process as accessible as possible.