

OPERATIONS ADMINISTRATOR BIG NOISE DOUGLAS

BASED: Douglas, Dundee

APPLY BY: Thursday 26th March 2026 at 10am

SISTEMA SCOTLAND INFORMATION

Sistema Scotland delivers its work through the delivery of Big Noise programmes across six communities in Scotland. These communities are Douglas in Dundee, Raploch & Fallin in Stirling, Govanhill in Glasgow, Torry in Aberdeen and Wester Hailes in Edinburgh.

Our current strategy:

This year, we are launching a refreshed strategy that will guide our work through to 2030. Our focus is on deepening our impact while reaching as many children and young people as we can through Big Noise. We are committed to listening to the voices of children, young people and communities, ensuring they shape how we move forward.

Our values underpin how we work – with children and young people and their families, and with each other. Our values are:

- **Ambitious:** we build on our strengths and aim high
- **Creative:** we bring innovation and possibility to everything we do
- **Compassionate:** we work with kindness to build supportive environments where everyone feels valued
- **Committed:** we work with children and young people over the long-term and in a flexible way

What we do:

Our Big Noise programmes use music and nurturing relationships to support children and young people to realise their potential as well as improving lives and strengthening the communities we work alongside. Our programme is focused on early intervention and stimulating generational social change, increasing confidence, aspiration, community cohesion, pride and developing high level skills in the young people involved.

Who we work with:

We work with children and young people from babies to school-leavers, their families and the wider community.

How we do this:

Our Big Noise programmes include instrumental lessons, general musicianship sessions, and group teaching in our afterschool & holiday clubs, as well as home visits and community choirs/ensembles/performances.

For more information, please see our website:

<http://www.makeabignoise.org.uk/work-with-us>

THE TEAM

We currently employ approximately 195 staff across our six centres and Sistema Scotland's central team. Each Big Noise Centre team consists of the following posts: Head of Centre, Operations Manager, Administrator(s), a team of Senior Musicians, Musicians and Support Workers, and a team of volunteers and cover musicians (freelance).

The Chief Executive Officer reports to a voluntary Board of Directors.

JOB INFORMATION

- POST:** Operations Administrator, Big Noise Douglas
- REPORTS TO:** Operations Manager, Big Noise Douglas
- BASED:** Douglas, Dundee
- TENURE:** Permanent
- DAYS OF WORK:** 4 days (28 hours) per week, Monday to Thursday 9am - 5pm, all year round.
- SALARY SCALE** £29,613 to £33,324 per annum, pro rata. New staff are appointed on the first point of the scale. So, working 4 days a week all year round, the annual salary will be £23,690, and the gross salary (before deductions) each month will be £1,974.
- SUPPORT & SUPERVISION:** All staff also have regular protected time with their line manager (Support and Supervision) as well as the opportunity for an annual review to discuss performance, development and to set out annual goals (Performance and Development Review). These structures are in place to ensure that staff feel supported, equipped and confident in their roles. Staff will have Support and Supervision sessions every 4 weeks during their probationary period (3 months) and every 8 weeks at all other times.
- LEAVE:** We offer the equivalent of 37 days paid holiday per year (pro rata for part time staff); 19 of these days are set when we operate shut down periods over Christmas and New Year, Good Friday/Easter Monday, May bank holiday weekend, and 2 weeks in August. Staff can take the remaining 18 days flexibly throughout the year in agreement with their line manager. Staff are also entitled to an extra week of leave during a shut down period in August, should you be in our employment at this time, based on the hours you would be due to work that week.
- We also offer the equivalent of up to 2 weeks unpaid leave per year (pro rata for part time staff) to allow staff to benefit from other work and commitments throughout the year should they choose to do so.
- PENSION:** After you have completed 3 months service with Sistema Scotland, staff are auto enrolled into a contributory pension scheme where Sistema Scotland match employee's contributions at 5%. Staff can choose to opt out of the scheme.
- RIGHT TO WORK:** We welcome applications from all nationalities; however, we are unable to offer visa sponsorship for this role, so before you apply for this post please ensure that you have the right to work in the UK. For more details on eligibility to work in the UK, please visit <https://www.gov.uk/check-uk-visa>. We will ask you to bring proof of your eligibility to work in the UK with you to interview.
- START DATE:** ASAP

HOW TO APPLY:

To apply for this role you must complete our online application form at <http://www.makeabignoise.org.uk/work-with-us> where you will also find the full job and person specification (no CVs please). As well as detailing your qualifications and work experience, you will also have the opportunity to explain why you are interested in working for Sistema Scotland at Big Noise Douglas and how you meet our requirements as detailed in the job/person specification.

On the application form we will also ask you to give us the names and contact details for two referees, one of these should be your current or most recent employer (please state if you would prefer us not to contact your current employer until you are provisionally offered the role).

Closing date for applications is Thursday 26th March 2026 at 10am.

The selection process, which will include a panel interview and a short computer-based competency task, will be held in Douglas, Dundee on Thursday 2nd April 2026.

We believe our people should represent the communities we work with. That's why we are committed to being an inclusive employer and a great place to work. We recognise and celebrate the fact that our people come from diverse backgrounds. We positively welcome applications from people from ethnic minority backgrounds, people with disabilities or longstanding health conditions, people who are LGBTQ+, and people from different socio-economic and educational backgrounds, as well as people of all ages.

The successful applicant will be subject to PVG check although having a criminal record will not necessarily be a bar to working with Sistema Scotland.

For any additional information please e-mail recruitment@sistemascotland.org.uk or telephone 01786 236914.

OPERATIONS ADMINISTRATOR (BIG NOISE DOUGLAS) JOB DESCRIPTION

1. PRINCIPAL AIM

- 1.1 To support the Senior Team and Operations Manager at Big Noise Douglas, providing excellent administrative support, procedures and processes to ensure the continued success and growth of the programme.**
- 1.2 Lead responsibility for operational support at Big Noise Douglas delivery spaces.**
- 1.3 Face to face engagement with adults and children at after-school club to ensure a smooth-running signing in and out procedure.**

2. PRINCIPAL DUTIES

The following gives an indication of the duties and responsibilities that the post may involve. The exact nature of these duties and responsibilities will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required and is appropriate to the role.

- 2.1 Lead responsibility for operational support at the Big Noise Centre delivery spaces. Including: Overseeing the safe sign in / out of children and young people. Overseeing the safe set-up of delivery spaces. Acting as a fire warden on site and ensuring safe evacuation procedures are followed in the event of an emergency.
- 2.2 Line management of some of our Support Worker team.
- 2.3 Implementing and managing office & building management systems & procedures.
- 2.4 Along with an administrator, responsibility for office management and administrative tasks at Big Noise Douglas.
- 2.5 Supporting the Operations Manager to arrange equipment, catering, interpreters/translators and other resources required for the programme.
- 2.6 Placing orders and ensuring that these have been appropriately signed off.
- 2.7 Ensuring all orders are logged in budget monitoring systems.
- 2.8 Registering all orders once received.
- 2.9 Coordinating/monitoring up to date inventories of all stock, office equipment and instruments (including safe/appropriate storage and monitoring donations) for Big Noise Douglas.
- 2.10 Maintaining up to date records for all children, including enrolment forms and attendance statistics, for the general programme and special events.
- 2.11 Support the Operations Manager to record all information as required for the evaluation programme.
- 2.12 Taking and distributing minutes at all team meetings and other meetings when needed.
- 2.13 Supporting the Operations Manager when required at the after-school programme including:
 - Distributing weekly sign-in sheets to schools

- Setting up delivery spaces
 - Support walking lines from schools to delivery venues (if required)
 - Signing in and out children at after-school and holiday programmes
 - Recording and cross-checking attendance
 - Supporting any children out of sessions (if required)
 - Monitoring the parents in and out of the building at after-school
- 2.14 Supporting the Operations Manager in general communications with stakeholders, children and parents.
- 2.15 First line general communication with parents – text messages, phone calls, letters, using telephone interpreting service as required.
- 2.16 Supporting the Operations Manager to provide weekly update to partners.
- 2.17 Monitoring Big Noise Douglas social media pages.
- 2.18 Contacting and booking cover musicians to the Head of Centre and Operations Manager specifications.
- 2.19 Supporting the Operations Manager to document the programme with video footage and photographs and to support in our ongoing evaluation process.
- 2.20 Supporting the Operations Manager with additional events including:
- Booking arrangements for trips, concerts and excursions for the programme
 - Coordinating visits, and programmes for guests to Big Noise Douglas
- 2.21 Maintaining accurate records and liaising with the senior team and Sistema Central Team to help process salaries.
- 2.22 Supporting the Operations Manager with the management of the Big Noise delivery and office spaces.
- 2.23 Supporting the Operations Manager with the recruitment, induction and administration of the Volunteers programme.
- 2.24 Implement and maintain systems for keeping resources and spaces well organised, including recycling.

All Posts in Sistema Scotland:

- 3.1 To contribute to the development of a professional working and learning environment in the organisation.
- 3.2 To contribute to the organisation's understanding of diversity and its implications for the arts, education and community and to ensure this understanding informs all the organisation's activities.
- 3.3 To ensure adherence to the organisation's policies and procedures with particular reference to safeguarding/child protection, equality, diversity and health & safety.
- 3.4 Supporting the organisation in its journey to becoming a net zero organisation.
- 3.5 To work in a flexible manner in line with the organisation's social and corporate objectives and to be willing to undertake other duties as reasonably requested.

OPERATIONS ADMINISTRATOR (BIG NOISE DOUGLAS) PERSON SPECIFICATION

We are looking for someone who is/has:

- A belief in the benefits that a social programme such as Big Noise / Sistema Scotland can have.
- Experience of working in an administration role as part of a team.
- Experience of working in an administration role with high levels of responsibility.
- Experience of implementing and managing office & building management systems & procedures.
- Experience of managing internal and external relationships in a high-pressured environment.
- A high level of initiative and problem solving.
- A high level of IT skills, particularly MS Word and MS Excel.
- Excellent communication skills with children and adults.
- Experience of working within a challenging and high-pressure environment.
- Experience of using ordering and purchasing systems.
- A relevant qualification at HNC or SVQ level 3 level (or equivalent) or above.
- Excellent organisational skills and ability to manage a high-pressure workload.
- An ability to work as part of a dynamic team.
- An ability to maintain confidentiality and discretion.
- Excellent numeracy skills.
- Patient, empathetic and understanding.
- Belief in opportunities for all, and high expectations for all.
- An ability to work flexibly, occasionally in evenings and weekends as appropriate. Travel may be required occasionally.
- A commitment to the long-term goals of the programme, our participants and communities.

We would ideally like someone who is/has:

- Line management experience
- Training or track record of success in project management.
- Proven commitment to personal and professional development.
- Experience of working in areas of multiple deprivation.
- Experience of using Microsoft Access.
- Experience of managing budgets.
- Experience of implementing and managing office and building systems and procedures.
- Experience of working with volunteers.
- Experience of working with children in an educational setting.
- Experience of working with adults in a community setting.