



Administration & Data Co-ordinator

Application Pack

Play your part at the National Youth Orchestra

The National Youth Orchestra is the UK's leading organisation championing orchestral music as a powerful agent for teenage development. We are a welcoming community where every teenager can play their part in shaping their world through extraordinary music. It's the greatest adventure a teenager can have in orchestral music where young people develop much more than musical skills.

Every year we welcome over 10,000 teenagers of all backgrounds and different levels of musical ability into a national community to play and share orchestral music. At the centre of the organisation, our Orchestra, known as NYO, is acclaimed internationally as 'the world's greatest orchestra of teenagers' for their dazzling performances. Each NYO musician also plays their part as a leader and role model, sharing music and skills through NYO Inspire and our wider engagement programme.

With music education all but disappearing in state schools, the free programmes provided by NYO are needed more than ever – to ensure all teenagers have the opportunity to develop their confidence and skills for life through sharing and playing music together. Joining the NYO community, they open up to new friends and possibilities. Stepping out to perform, they rise to new challenges. Sharing their passion with other young people, they learn to inspire and lead.

The role

The **Administration & Data Co-ordinator** plays a central role in keeping NYO's operations running smoothly. This is a varied, hands-on role supporting office management, IT and telecoms administration, CRM and data processes, finance, HR and general organisational administration.

You will be highly organised, accurate and proactive, with strong communication skills and confidence working with systems and data. You will enjoy improving processes, solving practical problems and helping colleagues do their best work in a busy, mission-led organisation.

Working at NYO

At the National Youth Orchestra, you'll join a values-led, mission-driven organisation where people care deeply about the impact of their work. Our staff team is supportive, friendly and ambitious, united by a shared belief in the potential of young people and the power of orchestral music.

NYO is a place where people are trusted to take responsibility, contribute ideas and work collaboratively. Colleagues describe a strong sense of community and shared purpose, with people pulling together to achieve things that are often much bigger than our size as an organisation would suggest.

Our offices near Holborn in central London are a lively base for collaboration, planning and creativity. NYO is a busy and dynamic place to work, with a year-round rhythm of planning, delivery, reflection and development. We aim to support people to work flexibly and sustainably within that, recognising the commitment and energy our work requires.

Many roles involve being present at NYO activity across the country, helping to create extraordinary musical experiences with and for young people across the UK. The work is demanding, purposeful and rewarding, sustained by committed colleagues and a culture of care, trust and shared ambition.

We are committed to continuing to improve how we work as NYO grows, including how we support feedback, development, wellbeing and sustainable working practices.

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts, and a 24/7 counselling and support helpline.

Purpose of the role

The Administration & Data Co-ordinator plays a key role in the smooth running of NYO's operations, providing comprehensive support across office management, IT and telecoms, CRM, governance, HR and general administration.

This role ensures that all operational aspects of the organisation run efficiently and effectively, fostering a productive and positive working environment.

Reports to:

Head of Planning & Operations

Key relationships:

This role will require building close working relationships across the organisation.

Externally the role engages with key stakeholders including suppliers, freelance contractors and trustees.

Key responsibilities

Office Management

- Work with the Chief Operating Officer to ensure the smooth running of the NYO office
- Maintain office fixtures and equipment, liaising with external suppliers about consumables and repairs
- Liaise with the building manager on maintenance, access, security and related issues, ensuring positive working relationships with other building tenants
- Maintain a safe and healthy environment, identifying potential hazards, maintaining the First Aid kit, acting as fire marshal, and arranging annual PAT testing
- Manage office keys, security fobs and related processes
- Manage office storage solutions and external document storage
- Administrate the telephone system, monitor shared inboxes and respond to general enquiries
- Manage and order stationery and office consumables
- Ensure the office remains tidy and clean, including liaison with cleaning and waste disposal contractors and taking care of the plants.

IT & Telecoms

- Monitor team IT and telecoms issues and needs, liaising with external providers as required
- Maintain the inventory of devices including laptops, tablets and mobiles
- Monitor and renew mobile phone contracts
- Co-ordinate software licences
- Support onboarding of new staff with all IT systems.

CRM, data and reporting

- Support the Head of Planning & Operations with Salesforce administration tasks
- Maintain staff user records and permissions within Salesforce
- Perform bulk data uploads into Salesforce in line with agreed data standards
- Collect, input, cleanse, validate, and update data to ensure accuracy and completeness.
- Support teams with data tasks including creation of reports
- Contribute to improvements in CRM processes and data quality
- Co-ordinate the gathering of statistics across the organisation to support monitoring of objectives and reporting to funders / stakeholders
- Support evaluation and data collection activities and undertake data analysis where required.

Financial administration

- Manage the daily batching of postal donations, working with the Finance Co-ordinator to ensure prompt and accurate flow of donor information to the Fundraising team for thanking
- Bank cheques as required
- Manage delegated budgets including stationery, office sundries and cleaning
- Support other financial administration tasks as required.

HR administration

- Co-ordinate recruitment and induction processes
- Arrange staff training, briefings and away days as required
- Administer Disclosure and Barring Service (DBS) checks
- Co-ordinate staff social activities, birthday cards and leaving gifts.

Programme support

- Co-ordinate contracts for freelancers
- Support the Programmes team in the effective procurement and deployment of equipment and consumables ahead of projects
- Support with merchandise sales, ticketing and front-of-house management for sharing performances outside of formal venues
- Ad hoc project administration as required.

General Administration

- Support the administration of Board and subcommittee meetings, including diary coordination and catering
- Arrange travel/accommodation and book conferences/events for the CEO & Creative Director and other senior staff when required.
- Oversee organisational subscriptions and memberships, ensuring benefits are maximised
- Continuously improve, monitor, embed and document administrative processes
- Ensure administrative systems comply with data protection and safeguarding policies
- Any other duties as reasonably requested by the Senior Management Team.

Person Specification

Personal attributes

	Essential	Desirable
Organised and proactive in approach to work and finding solutions	✓	
Strong personal initiative	✓	
Excellent team-worker able to work effectively through collaboration	✓	
Embraces equity, diversity, and inclusivity, recognising the value of diverse perspectives and experiences.	✓	

Experience

Experience of general administration in a busy office environment	✓	
Experience of working with data	✓	
Experience of designing / improving administrative processes		✓
Experience of diary management		✓
Experience of liaising with external service providers		✓
Understanding of good practice in data protection and health and safety		✓
Experience of using a CRM database		✓

Skills

Initiative and the ability to structure time and prioritise effectively	✓	
Excellent attention to detail and accuracy	✓	
Excellent written and verbal communication	✓	
Excellent interpersonal skills and the ability to connect with a wide range of people	✓	
Confident IT skills especially Microsoft Office 365	✓	
Excellent data handling skills	✓	

Terms and Conditions

Salary

£28,644 per annum

Contract term

Permanent

Hours

Full-time (35 hours a week)

Annual Leave

27 days plus statutory bank holidays

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

As this role will be responsible for office management and handling donations received by post, the role requires being in the office a minimum of 3-4 days a week.

Most NYO projects take place during school holidays or at weekends, therefore the role will include some weekend and statutory holiday working, for which a TOIL policy is in place.

Equal Opportunities

NYO is an Equal Opportunities employer. Diversity and inclusion are central to our work and to our recruitment practices. We welcome applications from people of all backgrounds and select candidates based on relevant skills, experience and potential. Applications are anonymised for shortlisting. We are committed to ensuring that no applicant, employee or participant receives less favourable treatment because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Safeguarding

NYO is committed to safeguarding and protecting the children and young people we work with. Our policies and procedures ensure sector-leading safeguarding practices. All employees, contractors, trustees, and volunteers are dedicated to maintaining an environment where young people's welfare is paramount. Our policies protect young people from harm, ensuring all concerns and abuse allegations are taken seriously and responded to appropriately.

How to apply

To apply for the role, complete the online application form available at <https://www.nyo.org.uk/about/work-with-us>

The deadline for applications is **Monday 29 June 2026** at 10am.
Interviews will take place on **Tuesday 7 July 2026**.

If you have any questions about the role, please contact recruitment@nyo.org.uk.

Place of work

10 Great Turnstile, London, WC1V 7JU

Probationary period

Six months

Notice period

Two months

