

Raising Voices | Shaping Lives



Operations & Data Officer

Spring 2026

LONDON
YOUTH
CHOIRS

Join London Youth Choirs

About LYC

Welcome to London Youth Choirs. LYC is dedicated to raising voices and shaping lives. Through our citywide community of choirs and free school programmes we provide a musical pathway for young singers from ages 7 to 23 where they can find their voice, develop their musical ambitions, and embody the joy, connection and opportunities that singing can bring.

Our singers take on the challenge of a rich classical repertoire as well as exploring diverse contemporary styles. We have worked with some of London's finest orchestras, choirs, and other artists, yet our approach remains intentionally inclusive, with a particular commitment to improving access for disadvantaged young people: nurturing their development through LYC's choirs, enabling them to thrive through music and - ultimately - changing who appears on the concert stage.

Since 2012, 15,000 young singers have sung with us in our 10 choirs, schools, and community projects. With the help of our supporters, LYC has subsidised every place and provided free places to over 600 young singers in our choirs, including free concert uniforms and travel passes. Notably, 29% of our singers are of global majority heritage.

In May 2025, LYC launched LYC Voices, a new commercial trading arm. LYC Voices recruits from our current and former members to provide a diverse pool of young vocal talent to the UK's professional performance industries, including films, commercials, gaming soundtracks, and large events. This innovative venture not only showcases our musical excellence but also provides performance opportunities for our young singers, having already achieved success in a number of high profile ventures including *Bridget Jones: Mad About The Boy* and singing the soundtrack for *Wallace & Gromit: Vengeance Most Fowl*.

For more information, you can visit www.londonyouthchoirs.com and www.londonyouthchoirs.com/lyc-voices/.

Join London Youth Choirs

Our Ethos

LYC is a warm, welcoming, professional, and ambitious organisation. You will thrive with us if you:

- Have a genuine passion for helping shape the lives of young people in London, and an active interest in the work of LYC
- Possess a proactive and positive attitude
- Enjoy clear and transparent communication
- Treat everyone with courtesy and respect
- Value the diversity of London and wish to actively promote equity and inclusion

Our Team

Inspirational leadership is one of the most important things we can offer our young singers: LYC is run by an exceptional team of 14 staff, each of whom bring the highest levels of change-making ambition, commitment, and joy to the work that they do.

Our administrative team is led by Chief Executive **Nina Camilleri**. Reporting to our Board of Trustees, Nina is responsible for leading the day-to-day organisational business that underpins all areas of LYC's work and activity.

With many years' experience of drawing the very best from young people, Co-Founder and Artistic Director **Rachel Staunton** leads our music team of Conductors, Pianists, and Assistant Leaders. Our Conductors encourage, nurture and challenge the members of their choirs, giving them an ambitious, diverse and engaging musical experience. LYC's Pianists are some of the best accompanists in the business - not just excellent collaborative musicians, but also skilled arrangers, composers, and music leaders in their own right. Our Assistant Leaders support their Conductors and Pianists at rehearsals and events, ensuring our members receive the highest levels of pastoral care and music support while they are with us.

Our Operations team is led by Planning & Operations Director, **Tom Hansell**. The team manages all aspects of LYC's event logistics, forward planning, member-facing communications, and data management - the Operations team is ultimately responsible for ensuring that every LYC member feels included, valued, and that they experience inspirational rehearsals, memory-making concerts and a diverse array of exciting events while a member of the choirs.

For more information about the LYC team please click here:

www.londonyouthchoirs.com/lyc-people/management-team/



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Operations & Data Officer

ABOUT THE ROLE

The collection, storage and presentation of data is absolutely fundamental to all aspects of London Youth Choirs, as is the way this data is leveraged to inform and deliver our work with young people across the capital. Alongside playing a key role in the planning and delivery of LYC's rehearsals, concerts and events, you will coordinate much of the data that enables this work to take place. You will also assist with the eventual migration of much of LYC's data into Salesforce (which we are in the early stages of adopting) - with the potential for significant growth and development in this particular area of work.

The right candidate for the role of Operations & Data Officer will, therefore, have spent at least two years in a position that involved developing or maintaining efficient database systems and operations processes, and will have a passion for putting those same systems and processes into practice at a broad range of cultural events. We don't mind which of these you consider your primary skill-set, but you will need to be able to demonstrate both within your application, and at interview.

You also do not need to have worked with young people before, but you must show us that you are a confident, sensitive and empathetic communicator, with a willingness to learn best practice in all areas of LYC's work. Most of all, you will have an innate recognition of the importance of good, well-managed data in ensuring that a charity such as LYC functions effectively - enabling us to provide positive, life shaping, and inspiring experiences for our 500 members across London.

If this sounds like you, please read on for the full role description and the knowledge, skills and experience we are looking for.

Knowledge, Skills & Experience

Essential

- At least two years' experience working in a relevant operational or data role
- Experience of using databases and manipulating data, with a proven track record of implementing, developing or maintaining efficient workplace systems
- Experience of reporting and presenting data
- Experience of working with financial systems, and reporting on income and expenditure
- Some event management experience - you will be equally happy behind a desk as you are on the ground at rehearsals and events.
- A good level of proficiency working with standard business software including MS office applications (Word, Excel, Outlook), Google Suite equivalents, and mass mailing software (e.g. MailChimp). In particular, you should enjoy working with Microsoft Excel / Google Sheets and be willing to learn to use them in creative ways to manage and present data.
- Exceptional time management and prioritisation skills, with a demonstrable ability to balance daily tasks with strategic planning.
- A determined and high quality work ethic, with an impeccable eye for detail.
- A confident communicator, with a joyful and welcoming demeanour, whether on the phone or in person.
- The ability to learn from mistakes, reflect, and ask for support when needed.
- A resilient and collaborative team player with a positive and enabling attitude.
- An understanding of intentionally inclusive practice.
- Willing and able to attend all Monday evening rehearsals in the City, some Wednesday and Thursday rehearsals for regional choirs, and extra rehearsal and events outside regular office hours.

Desirable

- An understanding of the importance of safeguarding and protection of children and young people
- An interest in choral music, classical music, or music in general
- A desire to help young people to develop their full potential
- Experience working with Salesforce

Duties and Responsibilities

Rehearsals, Concerts & Events

- In collaboration with the Operations team, ensure the smooth running of all rehearsals, concerts, events and auditions by coordinating the operational and data-led processes that underpin these key areas of LYC's work.
- Ensure that sign-out information, event registers, risk assessments, and any other necessary paperwork is prepared and communicated in advance of all events.
- Assist the Planning & Operations Director and LYC Voices Manager with applications for Child Performance Licences and Body of Persons Approvals, liaising with Local Authorities, parents, venues, and promoters, as required.
- Ensure that data enabling the selection of LYC or LYC Voices members for events is readily available, and efficiently communicated.
- Ensure that systems and processes are in place to enable the Membership Manager to effectively oversee communication with all prospective and new LYC members, monitor applications and queries, send out necessary audition information to applicants, process audition results and send out information to new members.
- Attend other events as a Licenced Chaperone or in any other capacity, where required.

Communication

- Develop and manage efficient systems and processes that facilitate communications with all member-related LYC stakeholders: current members and their parents, carers, or guardians; prospective or former members in the process of joining or leaving the choirs; and alumni.
- Assist the Membership Manager in speaking regularly with members, parents, carers, and families in person and via email, phone, and text, including jointly managing the Membership inbox.
- Manage the members' area of the website (MyLYC).
- Liaise with the Head of Engagement in ensuring that opportunities to recruit from LYC's Schools & Communities projects are well-managed, maximising the number of members joining LYC from these projects using a data-driven approach.

Data Processing & CRM

- In collaboration with the Fundraising & Communications Director, lead in the development and transfer of membership data to Salesforce (which LYC is in the process of adopting). In doing so, plan and implement a new collaborative approach to our data management ensuring that our data reporting serves the needs of the whole organisation.
- Develop and maintain processes for importing data from internal and external sources (e.g. between MailChimp, GoodCRM and Salesforce), to ensure that data is transferred accurately and efficiently.

- Manage and maintain the current membership database on GoodCRM, updating all choir data and statistics, including diversity and education details, media consent and medical information.
- Manage and maintain the mailing lists for all choirs and alumni on MailChimp.
- Manage and maintain the weekly register of attendance, recording absences and lateness, and communicating any relevant information to the Artistic Director, DSL team, or choir conductors, as appropriate.

Impact

- Manage and maintain data systems to accurately track the participation of young singers across all London Youth Choirs (LYC) programmes, including the 10 choirs, free school programmes, and community projects.
- Track and report on the provision and impact of LYC's financial support programme and other initiatives aimed at removing barriers to participation.
- Compile data on the unique performance opportunities, industry engagements, and collaborations provided to young singers through LYC's choirs and LYC Voices.
- Support the aggregation of data related to the development of key skills and personal growth among participants, such as musicianship, confidence, leadership, teamwork, and resilience. This data will contribute to narratives demonstrating how LYC helps "shape the lives and futures" of young singers by cultivating musical talent and providing a pathway to excellence.

Finance

- Liaise with the Finance Director to ensure that membership fees are being paid and processed in accordance with forecasting, providing reports and updates as needed.
- In collaboration with the Finance Director, ensure that the current LYC's payment platforms (Paypal, GoCardless and Stripe) are functioning correctly and well integrated into the membership process.
- Assist the Finance Director in communicating Financial Assistance awards and chasing outstanding evidence of income.

Pastoral, Medical & Safeguarding

- Work with the Safeguarding team to develop and maintain systems that ensure the secure monitoring of behavioural and safeguarding concerns.
- Ensure that pastoral, safeguarding, and medical data is securely and accurately stored, while also readily available to relevant personnel at rehearsals, concerts, and events.

General & Office

- Be flexible and committed to attending Monday evening rehearsal in the City, and additional rehearsals and events outside regular office hours as required (LYC operates a TOIL system for additional evening and weekend work).
- Take an active role in your own professional development, identifying relevant training and professional development opportunities.
- Undertake any other other duties which may from time to time be requested by the Planning & Operations Director or the wider LYC team.

EMPLOYMENT TERMS AND CONDITIONS

Job Title: Operations & Data Officer

Reports to: Planning & Operations Director, Membership Manager

Key relationships: Artistic Director, Head of Safeguarding & Pastoral Care, Fundraising & Communications Director, Head of Engagement, LYC Voices Manager

Hours: Full time (5 days, 35 hours per week). General office hours are 9.30am-5.30pm, with one hour for lunch. The nature of the role requires some availability outside these hours, including attendance at events during evenings and weekends. LYC operates a TOIL system. We offer flexible working arrangements, with the option to work remotely for some of the week. We will generally require you to spend at least three days in the office or at events each week.

Contract: Permanent, full time

Salary: £27,000-£30,000, depending on experience

Location: Our office is at Rich Mix, 35-47 Bethnal Green Road, E1 6LA. Rehearsals and events typically take place within Central London (and travel expenses are paid for work taking place outside the M25).

Probation: Three months

Notice period: Three months

Holidays: 25 days, plus public holidays, as well as the working days between Christmas and New Year (when the LYC office is closed).

Pension: Membership of LYC's pension scheme with Aviva, as follows: LYC contribution 3%, employee minimum contribution 5%.

WHAT ELSE CAN LYC OFFER YOU?

- The opportunity to work as part of a close team of 14 dedicated, passionate, and hard-working people who are committed to enabling as many young people to sing in London as possible.
- A supportive board of directors that is ambitious yet highly positive and supportive of staff.
- Provision of safeguarding training (in-person and online) and access to an extensive library of online training resources.
- Opportunity to join various LYC committees, including the EDI (Equality, Diversity and Inclusion) and Music committees.
- Complimentary tickets to LYC concerts, subject to availability.
- Interest-free travel season ticket loan and cycle to work scheme.
- Discounts as a Rich Mix Resident at the cultural centre and various Shoreditch businesses.
- An inspiring work environment, and the opportunity to develop close working relationships with an exceptional network of the 40 freelance musicians who deliver LYC's artistic activity.
- The chance to develop extensive skills, contacts, confidence, knowledge, and wisdom in the world of events, data and impact reporting - all profoundly impacting the lives of the young people and their families served by LYC

HOW TO APPLY

1. Please complete the [online Application Form](#). As well as providing basic personal information, you will need to write a short personal statement (800 words maximum), explaining why you wish to apply for the role and how London Youth Choirs will benefit from your knowledge, skills and experience.

2. Please complete the [Equal Opportunities Monitoring Form](#)

You can find both forms [on our website](#), and linked above.

Deadline for applications: 10am, Wednesday 15 April

Interviews

First round interviews will take place on **Tuesday 21 and Wednesday 22 April**.

Second round interviews, if required, will take place in the **week beginning 27 April**.

What to expect at your interview

- You will be asked to complete some laptop-based tasks, lasting around 45 minutes.
- You will speak with the interview panel for around 45 minutes.
- Please note that you will be required to submit a self-disclosure form, proof of identity, and evidence of a current enhanced DBS check (if you have one), when you come to the interview

Decision, notification and start date

We will notify all applicants of our final decision no later than **Friday 1 May**. We would like the new post holder to start as soon as mutually convenient and will work with you to agree the best start date.

Feedback

We will provide written or verbal feedback (if requested) to anyone invited to interview.

Further Information

Safeguarding

London Youth Choirs is committed to safeguarding and protecting the children and young people that we work with. We ensure that our organisation has a range of policies and procedures in place so that we can do everything possible to safeguard our choir members, our staff, and the organisation as a whole. Our key policies can be read [on the LYC website](#), and are augmented by a comprehensive suite of internal policies.

Applicants not registered on the DBS Update Service will be required to undergo a new check with LYC before commencing work with us. We will also ask you to provide details of two referees. A full explanation of our safeguarding recruitment measures can be found in our [Safer Recruitment Policy](#).

Equality and diversity

At London Youth Choirs, it is our core belief that opportunities to work and develop should be open to all. We have processes in place to ensure that all job applications are assessed fairly, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sex, sexual orientation or any other equality characteristics.

We want a more equal, inclusive and representative choral and cultural sector. We particularly encourage applications from disabled people and people from Black, Asian and minority ethnic backgrounds, as these groups are currently underrepresented in our workforce.

We hope that you find this job pack helpful and clear. If you have any questions about the role which aren't answered here, please email Planning & Operations Director Tom Hansell before submitting your application: tom.hansell@londonyouthchoirs.com.



Rich Mix
35-47 Bethnal Green Road
London E1 6LA

07388 623 178
office@londonyouthchoirs.com

London Youth Choirs is a
Charitable Incorporated
Organisation No.1151714

