

16 April 2021

Administrator and Receptionist

For access queries, including any alternative formats, or if you have any difficulty completing the online form, please call 020 7247 5102 or email access@artsadmin.co.uk.

Please find enclosed information on the role of Administrator and Receptionist at Artsadmin. To apply you will need to complete our online application form:

<https://www.artsadmin.co.uk/about/jobs>

Deadline for applications: 5pm on 30 April 2021

Interviews will take place on 10 May or 14 May 2021

Please refer to the Administrator and Receptionist job description and person specification in your application.

This application pack contains:

- Applicant guidance notes
- About us
- Job description
- Person Specification

Thank you for your interest in Artsadmin.

Kind regards,

Deborah Chadbourn
Executive Director
020 7247 5102
deborah@artsadmin.co.uk

**Toynbee Studios, 28
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DIRECTORS: FEIMATTA CONTEH, KATHERINE FERRIS, CHARLES GARRAD, YIWEN GOH,
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LOO

VAT REGISTRATION NUMBER: 657086117. REGISTERED IN THE UK NUMBER: 2979487.

REGISTERED CHARITY NUMBER: 1044645

ADMINISTRATOR AND RECEPTIONIST APPLICATION GUIDANCE NOTES

Please follow the checklist below to ensure you fully complete your application.

What?	Why?	Completed?
Read Guidance Notes	To ensure you send the best application you can.	
Research Artsadmin	This will tell you about who we are and the work we do: artsadmin.co.uk	
Read the Job Description	This explains the key activities of the role. You need to be sure that you have the potential to fulfil the activities outlined, and are interested in the full range of the role. It will also detail the areas of expertise you should highlight your experience of in your application form.	
Read the Person Specification	These are the minimum requirements for the role. It is important that you clearly demonstrate these in your application.	
Complete the application form and Equal Opportunities form	Please complete all sections as fully as possible. The online application form can be found at apply.artsadmin.co.uk You can complete the Equal Opportunities form online here . This is anonymous and optional. Artsadmin has priorities in who we reach with our work. We collect and review this data to understand if we're achieving what we've set out to do.	
Submit your application	You will receive a confirmation email. If you have any difficulties with your online application contact us 020 7247 5102 or email admin@artsadmin.co.uk Deadline: 5pm on 30 April 2021. We cannot accept applications after this time.	

ABOUT ARTSADMIN

Artsadmin is a producing organisation, working with artists to enable them to create bold, interdisciplinary work that connects with local, national and international audiences.

We deliver a wide-ranging artist support programme that includes free creative support sessions and training as well as artist-led development opportunities for hundreds of artists per year. Our support benefits young people getting involved in performance for the first time through to artists with established careers.

We also run Toynbee Studios in London's east end, a vibrant centre for the creation, development and presentation of new work and the nurturing of extraordinary talent.

Everything we do is underpinned by our core values. We aim to be:

- Sustainable. Raising awareness of environmental issues through the arts and seeking greener ways of working
- Collaborative. Developing long-term relationships with diverse audiences, artists and partners
- Bold. Encouraging artists to take risks, supporting radical approaches and promoting experimentation

We collaborate with festivals, artists and other organisations to programme work that reflects our core values, including [Season for Change](#) and [Unlimited](#).

Working with disabled and non-disabled artists, both emerging and established, across gender and sexual orientation, race and ethnicity, global and local, Artsadmin strives to put equity and inclusion at the core of its activities – as artist producers, curators and collaborators.

Our anti-racist work on recruitment and retention:

We are a [team](#) comprising around 24 people where everyone's contribution is valued. This job description was written with the collaboration of our anti-racist recruitment and retention committee and with the advice and support of some external colleagues, including artists. We acknowledge both that Artsadmin is currently a majority white organisation and our need to become an organisation that reflects the diversity of the country around us. This can only be addressed through deep, ongoing, active anti-racist training and policy-making, which is now underway.

For recruitment, we are committed to ensuring that there is:

- At least one person of colour on the interview panel
- A chance to meet some of the team at interview stage to give insight into the organisational culture, as well as a chance to ask questions outside the interview.

Once in the role, any successful candidate who is a person of colour will have access to an external coach or mentor to provide support in a majority white workplace. This support will be paid for by Artsadmin.

Access support

Access support is available for all applications, including alternative formats and tailored support. If, for access requirements, you'd prefer to meet one of our team or talk through these guidelines, please contact access@artsadmin.co.uk or call 020 7247 5102.

Equal opportunities

Artsadmin is an equal opportunities employer, and positively encourages applications from groups currently underrepresented irrespective of gender identity, sexual orientation, marital status, race, religion, nationality, ethnic origin, disability or age.

This applies whether in relation to terms of employment, conditions of service or opportunities for training. Individuals are selected and treated on the basis of their relevant merits and abilities and no one is disadvantaged by conditions or requirements that cannot be shown to be justifiable.

London Living Wage

Artsadmin pays a minimum of London Living Wage.

Find out more [about Artsadmin](#) and [our policies \(including Accessibility and Transitioning at Work\)](#)

Job Description: Administrator and Receptionist

Responsible to: Head of Operations and part of the Operations team at Artsadmin

Salary: £20,963 pro rata (based on London Living Wage at £10.85/hour)

Contract: Permanent contract. Part-time, four days per week.

Hours of work: 9.30am-5.30pm, Monday-Thursday. Weekly hours may vary in agreement with the post-holder. If additional hours are worked, no overtime will be paid but time off in lieu can be taken.

Holidays: 22.5 days including statutory holidays (pro rata from full time allowance of 28 days including statutory holidays). Artsadmin currently operates a two-week, discretionary closure over Christmas and New Year in addition to staff leave entitlement.

Probation period: 2 months, renewable

Notice period: 2 weeks during the probation period, 4 weeks after the end of the probation period

Benefits include:

- Pension scheme
- Sick pay and income protection scheme

- Life Assurance scheme at four times annual salary
- Health scheme and eye tests and glasses
- Childcare allowance
- Travel card /Season ticket loan

Purpose of the Role

The Administrator and Receptionist provides a professional, efficient and friendly welcome to all visitors to our lively building, Toynbee Studios, in person, by phone and via email. You will greet everyone warmly, including our tenants, artists, hirers and general visitors, and make them feel welcome.

They provide administrative support to the staff team through specific duties including scheduling meetings, maintaining information, updating contacts, supporting the Buildings and Operations team and managing the Directors' diaries. This role would suit someone who is highly organised, able to calmly manage competing priorities and offer excellent customer care, with a flexible and positive attitude.

Front of House Duties

- Manage reception, acting as the main point of contact for enquiries by phone, email (admin account) and in person
- Ensuring the cleanliness and smooth and efficient running of the Artsadmin reception
- Opening and closing the building and café as required
- Taking bookings and fielding booking enquiries through Artsadmin's box office system
- Assisting with evacuation in the event of an emergency

Admin Duties

- Prepare agenda for weekly staff meetings
- Minute taking for departmental and Trustee meetings as required
- Schedule meetings and appraisals for staff
- Diary management for the directors
- Assist in coordination of advertising and scheduling for recruitment
- Maintain supply of welcome packs, sign in sheets, café discount cards and info for hirers
- Keep contact information for tenants up to date
- Keep office administration information up to date (i.e updating contacts on Artsadmin's CRM system, internal phone lists, first aider lists and other signage as required)
- Managing incoming post/couriers
- Process orders for stationery as required
- Process orders for cleaning supplies as required
- Liaise with café staff to book catering for staff meetings and social events

- Edit and distribute the weekly e-digest resource

Building and Operations team support

- Supporting the day to day IT services
- Maintaining lost property records
- Maintaining up to date stock of first aid supplies
- Help implement energy efficiency measures, carbon footprint reduction and other environmental action plan KPIs

Other Duties

- Opportunity to receive training on Artsadmin's Box Office system, Spektrix, and undertake Box Office shifts at events
- To attend and participate in any relevant staff development schemes and training
- Observe all Artsadmin's policies and procedures
- To maintain health and safety in the wider work place
- To carry out any other duties that may reasonably fall within the remit of the post.

This job description is not intended to be exhaustive and its contents may alter from time to time in accordance with business requirements.

PERSON SPECIFICATION

Essential skills and experience:

- Good verbal and written communication
- Positive customer service approach
- A high standard of organisation and efficiency
- Confident in managing multiple priorities
- Knowledge of IT and particularly Microsoft Office software
- Experience of working in a reception or front of house environment

Desirable skills and experience:

- Experience of working in an arts organisation
- Interest in/knowledge of the work of Artsadmin
- Alignment with the values of the organisation
- Knowledge of Mac computing
- Experience of box office systems, in particular Spektrix
- Experience with database management
- Fire Marshall and First Aid experience (training available)