

26 May 2022

Front of House & HR Coordinator Application Pack

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 Front of House & HR Coordinator at Artsadmin. To apply you will need to complete our online application form:

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

Deadline for applications: 12 noon on Monday 27 June 2022

First interviews: Wednesday 6 July 2022, in person with a Zoom option upon request

Please refer to the Front of House & HR Coordinator 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,

Ben Cooper-Melchior & Róise Goan
Executive Director and Artistic Director

Toynbee Studios, 28
Commercial Street London
E1 6AB, United Kingdom
WEBSITE artsadmin.co.uk TELEPHONE +44 (0)207247 5102
EMAIL admin@artsadmin.co.uk TWITTER @artsadm

DIRECTORS: STEPH CULLEN, FEIMATTA CONTEH, DAISY HALE, KATHERINE FERRIS, YIWEN GOH, CHRISTOPH JANKOWSKI, AMA JOSEPHINE B. JOHNSTONE, ALEX RINSLER, JEREMY SMEETH (CHAIR), MARCIA VAN LOO
VAT REGISTRATION NUMBER: 657086117. REGISTERED IN THE UK NUMBER: 2979487.
REGISTERED CHARITY NUMBER: 1044645

**ARTS
ADMIN.**



FRONT OF HOUSE & HR COORDINATOR 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: 12noon on Monday 27 June 2022. We cannot accept applications after this time.	

ABOUT ARTSADMIN

Artsadmin creates the conditions for art to explore the spaces in-between.

Our work and projects explore the areas between social and environmental justice, the hyper-local and the international.

VALUES-DRIVEN

Artsadmin works with artists, communities and collaborators in the development of creative work and conversations. Ensuring the success of these requires us to be led by our values, and to live them across everything we do.

We **nurture vision** from artists at all stages of their careers, with care and support

We **take action** to make projects happen locally, nationally and internationally with creativity and ambition

We **cultivate connection**, with and in-between artists, communities, programming partners and funders with generosity and humility

We are actively interested in **progressing equity**, in the projects we produce and the ways we work with commitment and empathy.

WHAT WE DO

We are a collaborative partner, working with artists as they explore and develop new projects, contexts and ways of working. Everything we do is part of a unique curated artistic programme, from one-off hour-long creative support sessions at our east London home Toyne Studios to multi-year global partnership platforms.

HOW WE DO IT

Everything we do is project-based. Some are artist-led, and some are conceived and led by Artsadmin. We work to develop and produce these projects and, with venue and festival partners, bring them to audiences locally and globally. At its heart, our work is about collaborating with artists so their projects find the right context, partners and support.

We champion projects that speak to the 'here and now' really clearly, where artists are asking questions that feel urgent and essential. We value projects that align with our long-standing insistence that the arts have something to say about the climate emergency and social injustice. We are drawn to projects with an intuitive and rigorous enquiry rather than those making statements about the way the world is or should be.

The work we produce is neither defined or confined by any one particular artform. We produce creative, risk-taking projects that connect with the DNA of Artsadmin and the post-punk political context in which it was founded in 1979.

OUR PROGRAMME

We work across 5 main areas:

Projects — We curate, develop and produce works with artists that connect with audiences locally, nationally and internationally

Platforms — We develop and deliver ongoing series and multi annual programmes, often in partnership, that progress our artistic agenda and drive important conversations.

Portals — We make space to share knowledge, expertise and insight to further ways in and ways forward in our sector for artists and arts-workers.

Pilots — We enquire, explore and innovate to address gaps in our field of enquiry, and find new models, ways of working and tools that push these forward,

Place — Artsadmin's home is Toynbee Studios in the heart of Tower Hamlets; a creative eco-system that houses other arts organisations, provides accessible studio hire, and a welcoming, creative canteen. We use our spaces to deepen understanding, engagement and relationships in our hyperlocality through our engagement and public programmes.

Our Team

We are a friendly team comprising around 30 people where everyone's contribution is valued. However, 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. As a result, since 2019, we have developed and are currently writing new stretch milestones in our [anti-racist strategy](#) as part of a commitment and ongoing process to create a diverse and inclusive workplace.

Our Recruitment Approach

We are particularly interested in hearing from people who are underrepresented in the sector, such as those who identify as D/deaf and/or disabled, those from low socio-economic backgrounds, people of African or Caribbean heritage, South Asian heritage, East Asian heritage, West Asian heritage, Central Asian heritage, South East Asian heritage, people of Middle East and North African heritage* and those who have experienced racism. By the term 'those who have experienced racism', we are referring to individuals who have experienced discrimination based on the colour of their skin, race and/or their culture. [*#BAMEOver – A Statement for the UK, Sept 2020](#)

For the recruitment of this role, we are committed to ensuring that there is:

- A person of colour on the interview panel
- Interviews guaranteed for those who identify from the Global Majority* and meet our minimum essential criteria in the person specification.
- 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

And that, once in role, any successful candidate who identifies as part of the Global Majority will have access to an external coach or mentor to provide support for working in a majority-white team during their first year at Artsadmin.

In using the term 'Global Majority' we refer to people who identify as Black, Asian, Brown, dual-heritage, indigenous to the global south, and or have been racialised as 'ethnic minorities'.

If you have any questions, please email admin@artsadmin.co.uk. This email account is regularly checked.

Policies and More Information

Find out more [about Artsadmin](#), [our policies](#), and [how we work](#).

Front of House & HR Coordinator Job Description

Responsible to:	Head of Operations
Additional reporting:	Building & Facilities Manager and the Operations Team in Artsadmin's home Toynbee Studios
Salary:	£23,900
Contract:	Permanent. Full-time, five days per week.
Hours of work:	9:30am-6:30pm, Monday-Friday. Working times may occasionally shift by approx. 30-60 mins in a weekly rota. On occasion you may be asked to work evenings and weekends. No overtime will be paid but time off in lieu can be taken.
Holidays:	20 days, plus bank holidays. Artsadmin currently operates an additional, two-week, discretionary closure over Christmas and New Year.
Probation period:	3 months
Notice period:	2 months (post probation)

Benefits include:

- 4% employer pension contributions, 1% above statutory minimum
- Sick pay and income protection scheme
- Life Assurance scheme at four times annual salary
- Health scheme, reimbursing medical costs including eye tests and glasses
- Travel card / Season ticket loan
- Cycle to Work Scheme
- Enhanced Maternity, Adoption and Shared Parental Leave Policy
- Additional holiday and childcare benefits for length of service
-

Purpose of the Role

- Coordinate front of house and building operations to ensure a warm, friendly, professional, and efficient experience for all staff and building users
- Coordinate administration, personnel and record keeping systems

Purpose

The Front of House & HR Coordinator will own and deliver the welcoming, inclusive front-line experience and supportive administration that we want to offer for the people who work, visit, and create in our lively building Toynbee Studios, including Artsadmin staff, tenant arts organisations, and professional artists from across the cultural sector.

This building-based role will provide the first experience our visitors have, in person, by phone and via email, and will primarily manage our reception desk but not be solely limited to it. You will greet everyone warmly, including our tenants, artists,

hirers and general visitors, make them feel welcome, and serve as a critical conduit for the entire operations team.

The role also provides administrative support for organisation and personnel systems, including scheduling and minuting meetings, supporting the administration of our anti-racism strategy, supporting record keeping in the lifecycle of an employee, coordinating recruitment, supporting the Operations team, and assisting the Executive Director and Head of Operations in HR administration.

This role would suit someone who is highly organised, with a flexible and positive attitude, and able to calmly manage competing priorities while offering excellent customer care. A desire to support people and an aptitude for attention to detail will be important, but no personnel or HR experience or qualifications are required.

Duties include:

Front of House

- Manage the reception desk, acting as the main point of contact for enquiries by phone, email (admin account) and in person, and when not providing this personally, arrange cover within the staff team on a weekly basis plus additional ad-hoc needs including holiday.
- Ensure the cleanliness and smooth and efficient running of the Artsadmin reception.
- Coordinate staffing schedules for opening and closing the building and reception cover during regular operational hours.
- Ensure the Operations Team are fully briefed on the daily and future needs of the building as identified through reception and front of house coordination.
- Open and close the building and café as required.
- Take hires bookings and support the Studios & Sustainability Officer in fielding hires enquiries through Artsadmin's CRM system KIWI.
- Assist with evacuation in the event of an emergency
- Provide duty management for hires or public events outside of core building hours on evenings and weekends
- Support the Communications Team in the coordination of Artsadmin's box office system Spektrix and undertake occasional box office shifts at events

General Administration

- Prepare agendas and take minutes for weekly staff meetings or arrange cover when not available
- Take minutes for Operations Team and board meetings
- Support occasional meeting setup and diary management for the Directors
- Maintain supply of welcome packs, sign in sheets, and info for hirers
- Keep contact information for tenants up to date
- Manage incoming post/couriers and collate the post to each department and for tenants and hirers
- Process orders for stationery, first aid supplies and other stock as required
- Liaise with café staff to book catering for staff meetings and social events

- Support the editing and distribution of the weekly Artsadmin Anchor newsletter
- Maintain lost property records

Personnel and HR Administration

- Support the Executive Director in the coordination of record keeping in the lifetime cycle of an employee from joining to growing beyond the organisation, by following a written checklist as well as ad-hoc tasks upon request
- Coordinate recruitment advertising and listings, our application portal, interview scheduling and front of house coordination
- Issue and collect new starter forms
- Issue the Staff Handbook to new starters
- Maintain staff contact lists and emergency contact lists
- Support filing upon request
- Support line managers and employees to track their own annual leave and collate queries needing the Executive Director's guidance
- Track the organisation's training records
- Schedule annual appraisal meetings for all staff
- Support the Directors in coordinating board meetings on Zoom or booking and setting up the room when in person
- Prepare digital birthday and staff leaving cards
- Schedule and minute occasional confidential HR meetings chaired by a Director and/or line manager
- Serve as the first point of contact for basic HR queries within the staff team and collate queries for the Executive Director's response, ensuring prompt support and care for our staff team

Other Duties

- 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 requested that 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 skills
- Experience of working in a front of house, reception, or customer service environment
- Good IT and Microsoft Office skills

Essential competencies and attributes

- Strong interpersonal skills, with a desire to support and take care of people
- Positive and professional customer service approach
- A high standard of organisation and efficiency
- Strong attention to detail, with the ability to check one's own work
- Confident in managing multiple priorities
- Desire to learn new skills
- Ability to be sensitive and sustain confidentiality in a workplace environment
- A commitment to Equal Opportunities, access, inclusion, and anti-racist practices

Desirable skills, experience, competencies, and attributes

- Experience of working in an arts organisation
- Experience of providing administration in the arts and culture sector
- Experience of front of house, reception, box office or customer service in the arts and culture sector
- Interest in/knowledge of the work of Artsadmin
- Alignment with the values of the organisation
- Knowledge of Mac computing
- Experience with database management (training provided on KIWI CRM)
- Experience of box office systems, particularly Spektrix (training available)
- Fire Marshall and First Aid experience (training available)