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**Dance City Job Description**

## **Classes and Events Coordinator**

Based at: Dance City, Newcastle upon Tyne &

Sunderland

Responsible to: Head of Communications

Responsible for: Staff as assigned/appointed

Key relationships (internal): Creative Producer, Training Academy, Head of Communications, Ticket Office Manager, community class teachers

Key relationships (external): Community class users, all external hirers and internal room users

Purpose: To oversee all Dance City community classes

at Newcastle and Sunderland sites

To deliver excellent customer service to all users of Dance City in line with our values

To support the achievement of the income target set for Business development at Dance City

To effectively deliver all external hires – from first contact to evaluation

To effectively deliver all internal space hire usage

To liaise with Dance City Community class teachers – checking invoices, instigating training and all teacher enquiries

Hours:24 hours per week across 5 days (hours can be increased if required, 24 is the minimum)

Salary: £19,000 – £22,000 pro rata depending on skills and experience

Overtime: Overtime payments are not made. Time off

in lieu is provided

Expenses: Travel during the course of Dance City

business will be reimbursed and mileage paid

at the current Dance City rate.

Probationary period: 6 months

Notice period: 1 month (1 week during probation)

# Key Responsibilities

**Community Dance Classes**

Strong and effective community dance classes and workshops coordination – including recommendations for new classes to be researched and programmed, current classes to be developed and when necessary be cancelled, termly reporting (using our ticketing system Spektrix) and collate and manage class feedback appropriately

Adept at sourcing teachers who are suitably qualified to teach on our community classes programme

Contracting all community class teachers and sourcing cover teachers

Administrating and managing teacher payments and invoices

Administrating all community dance teacher DBS checks

Set-up, administration and management of all community classes and workshops using our space management software

Overseeing and administrating all community dance teacher’s training (safeguarding etc.)

Leading community dance class teacher meetings

Coordinate and deliver end of term community performances

Administrate holiday schools (currently Easter, Summer and half term)

Professional dance artist class and events administration

**Space management**

Delivering all external hires – coordination/ reporting/ operational/ feedback/ procuring new and repeat business from first contact to evaluation

Supporting the achievement of the financial target set for Business Development within the Dance City building

Event management - Administrate and manage meetings and events both internal and external, including but not limited to inputting into our space management system (Event Pro), arranging room set ups, catering and tech requirements etc.

Promote, sell and administer the co-working spaces and office rentals administration

**External Relations:**

To work closely with the Dance City Communications team to ensure appropriate marketing collateral is created and distributed

To represent and communicate effectively the aims and objectives of Dance City’s Community dance class programme and our external hire opportunities

To sustain positive and effective relationships with existing and potential partners, supporters and external organisations

To deliver excellent customer service

## **Person Specification**

Very strong and proven attention to detail

Passionate dance and Dance City advocate

Ability to work evenings and weekends and to be a Dance City key holder (time off in lieu provided)

Work across Newcastle and Sunderland sites

Ability to take the lead and the initiative when required, particularly around maximizing income to Dance City through hires and events

Represent Dance City at meetings, the media and in other areas as required

Ability to work closely and effectively in a team but with the ability to also work independently when required

Support the vision for Dance City and contribute to creative thinking

Able to positively demonstrate the Dance City values

Strategic and pragmatic thinker

Positive relationship builder both internally and externally

Excellent communication, persuasion skills coupled with a personal confidence

**Experience**

A track record of strong administrative delivery with excellent and proven attentional to detail

A track record of managing and administering events to an excellent standard

Understanding of work within a creative context

Clear understanding of what makes a well structure and delivered dance class and what constitutes an outstanding teacher

Excellent IT skills including experience of working with databases, CRM systems and event management software id desirable

**Personal Competencies**

A demonstrable passion for working strategically across an organization

Willingness to be a team player and with the ability to work on own initiative

Very strong communication skills

Creative and lateral thinking

Patience and confidence in your ability

Outstanding attention to detail