

# ADMINISTRATOR APPLICATION PACK



BA (Hons) Professional Dance  
*Josh Tomlin*

**PERMANENT, 0.45 FTE: 18 hours per week,  
including evening and weekend.**

**Salary: £12,150 (Band 1.0 FTE £27,000 - £31,000)**

# INTRODUCTION

Thank you for your interest in this opportunity.

This is an exciting time to join Dance City, as we celebrate our 40th anniversary and look to the future.

We're looking for someone who can help us to fulfil the vision, mission and charitable objects of Dance City by:

- ensuring robust financial data and systems
- supporting the wider Dance City team.

Our mission is to ensure the North East is the best place to dance and experience dance. You'll work in an organisation where you can see the difference you make every day.

If this sounds like you, we look forward to hearing from you.



Anand Bhatt  
Artistic Director  
& CEO

# ABOUT DANCE CITY

We believe in the power of dance to invigorate people and communities, and for dance to hold a special place in people's hearts. Our mission is to ensure the North East is the best place to dance and experience dance.

Dance City is the **biggest dance house in the North of England**, employing around 130 staff and freelancers. We are responsible for dance development in the whole of the North East region and a population of 2.5 million.

We are a **Catalyst, Convener and Creator** of excellent dance and movement experiences from the North East, for the North East and the world.

## **A Theatre Dedicated To Dance**

Dance City has an intimate 240 seat theatre dedicated to showcasing dance performances from the North East, the UK and across the globe.

## **Dance For Every Body**

We offer over 70 public classes a week in all forms of dance, from ballet to street to Bollywood.

## **Dance Careers Start Here**

The Dance City Training Academy offers specialist dance training for gifted and talented young people from age 10 through our Centre for Advanced Dance Training (CAT), in partnership with the Department for Education, and our BA (Hons) Professional Dance in partnership with University of Sunderland.

## **Dance Careers Thrive Here**

Public subsidy and surplus commercial income allow us to be at the heart of the art - supporting dancers to live their creative careers. We offer professional artists in the north east free daily dance classes, commission opportunities, CPD, free studio space and much more.

## **Communities Dance With Us**

Dance City is not a building, Dance City has a building. Our engagement team gets generations moving from Berwick to Middlesbrough, Hexham to South Shields, in schools, community centres, parks, playgrounds and more.



# ADMINISTRATOR

## JOB DESCRIPTION

**CONTRACT:**

Permanent

**SALARY:**

£12,150 (Band 1.0 FTE £27,000 - £31,000)

**PROBATIONARY PERIOD:**

Six months

**LOCATION:**

Dance City, Temple Street, Newcastle upon Tyne, NE1 4BR

**NOTICE PERIOD:**

1 week during probationary period, 3 calendar months on satisfactory completion of probationary period

**HOURS:**

0.45 FTE: 18 hours per week, including evening and weekend working.

**OVERTIME:**

Overtime is not paid. Time off in lieu (TOIL) may be taken for any extra hours worked, as authorised by your line manager

**ORGANISATIONAL RELATIONSHIPS:**

Post holder reports to the Operations Manager.

**ORGANISATION DIRECTIVES**

- DBS required: No
- Budget Holder: No
- Line Manager: No
- Duty Manager: Yes
- Fire Warden: Yes
- Safeguarding Officer: No
- First Aider: Yes
- On Call Rota: No
- Senior Leadership Team: No



## **Primary Duties:**

- Acting as Health and Safety Officer on duty, Fire Warden and First Aider
- Carrying out all daily, weekly and monthly front of house checks as detailed
- Carrying out regular stock checks of consumables and requesting orders
- Ensuring smooth handover to Duty Manager for the next shift/day
- Acting as keyholder, opening up and locking down the building
- Supporting the front of house rota management
- Liaising with technical staff and visiting companies to ensure the theatre is signed off as safe for the audience
- Supporting high quality audience experience, including resolving complaints or situations;
- Completing all post-show debriefs and reports;
- Ensuring ushers hours are entered correctly for wage purposes
- Supporting all departments and programmes across Dance City

## **General administration**

- Supporting with correspondence, photocopying, scanning and posting
- General filing and maintenance of SharePoint
- Managing diaries, supporting with travel, and supporting smooth running of internal meetings.
- Preparing agenda, presentation or papers and distribute according to required timescale
- Supporting with recording of meetings/events; checking for permissions including for any photography (in advance)
- Meeting external visitors, including undertaking tours of building
- Creating and scheduling programme of work/ timetable updates, team rota updates, etc, via ScheduleIt and Outlook,
- Resolving day-to-day timetables/rota issues, e.g., class teacher sickness/absence cover, class cancellations, updating the relevant Manager.
- Coordinate specific events, e.g., taster days/auditions/work experience days
- Updating administrative processes as required, being alert to any issues and suggesting improvements
- Undertaking the administration of the Dance City learning and participation programmes, including record-keeping, budget maintenance, recruitment and progress records, communications, parent and student information, timetabling and space booking, grant administration, school liaison, VIP events, marketing, partner liaison, residencies and intensives.
- Supporting the administration of the Dance City artistic programme, including artist and technical liaison, contract drafting, internal communications, marketing and audience development.

## **Communication and customer service:**

- Managing customer enquiries at the Ticket Office, face to face and via phone and email. Producing tickets for all events including classes, workshops and performances
- Supporting any customer/student/artist or other interaction that requires extra attention

Contacting customers/students/artists or other with general information or updates internally and externally

Research projects as directed

- Acting as Front of House manager for performance nights
- Acting as Front of House for The Seven Bridges
- Supporting the administration of the Dance City marketing function, including the development, production and dissemination of high quality on and offline marketing materials; updating website and social media; liaison with suppliers; managing consent; and gathering data.

### **Building and facilities management**

- Supporting very high standards of presentation and cleanliness throughout the building
- Undertaking specific building duties
- Ensuring facilities tracker is used for recording building issues

Health and safety

- Supporting good Health and Safety practice at Dance City
- Carrying out risk assessments

### **Financial**

- Taking payment for sales (tickets, classes, café, etc.)
- Cashing up at Ticket Office and The Seven Bridges
- Collating invoices ready for sign off by a Manager
- Keeping accurate expenditure and reconciliation records
- Updating and monitoring a budget
- Undertaking contracting and procurement

### **HR**

- Committing to the appraisal process and to their own personal and professional development
- Supporting training activities
- Supporting with staff inductions i.e., orientation, initial training on Dance City software and databases
- Coordinating volunteers, ensuring they are registered and complete induction and any training needs
- Awareness and commitment to Equality, Diversity and Inclusion and Anti-discrimination

## **Data and IT**

- Keeping customer/student/artist and other contact data up to date and in accordance with GDPR
- Creating and generating data reports from Spektrix and ScheduleIt
- Creating data collection surveys
- Supporting data review/analysis
- Supporting accurate organising of data into charts or other required format for presentations
- Maintaining accuracy and compliance of Spektrix
- Raising any data compliance issues or concerns immediately and in line with Dance City policy
- Adhering to strict confidentiality and not divulging to anyone personal and/or confidential information to which they may have access during the course of their work

## **Governance**

- Supporting preparation of reports for Board and Committees meetings
- Ensuring quality assurance requirements are upheld

## **Strategic Contribution and Management**

- Participating in the development of strategy and programmes

## **General Duties and Responsibilities:**

### **Communications**

Employees will actively participate in team meetings, formal and informal, use communications channels respectfully, be responsive to requests from other members of the team, and liaise with managers, trustees and stakeholders as appropriate.

### **Sustainability and Ethical Practice**

Dance City is committed to becoming carbon neutral and to ensuring the highest standards of ethical practice. Employees are required to demonstrate support for these principles.

### **Financial Management**

Employees have a responsibility to be familiar with Dance City's Financial Policies and to adhere to them.

### **Health and Safety**

Employees have a responsibility to be familiar with Dance City's Health and Safety Handbook and to adhere to all procedures contained within it.

### **Quality Assurance**

Employees have a duty to contribute to continuous improvement in all aspects of the organisation.

## PERSON SPECIFICATION

- Significant administrative experience across a range of functions.
- Some experience of working in a box office/customer service/retail
- Some knowledge of dance programming and participation
- Some knowledge of building operation
- Some knowledge of marketing and communications
  
- Experience of understanding financial systems and budgets
- Experience of managing suppliers
- Knowledge of data protection principles
- Knowledge of safeguarding
- Knowledge of Equality, Diversity & Inclusion
- Health and Safety awareness – First Aid and Fire Warden trained (or willingness to become so)
- Excellent computer literacy with software systems including Microsoft Office, Outlook.
- Willingness to learn house IT software packages
- Practical and organisational skills
- An enthusiastic, team player with a positive attitude
- The ability to multi-task within agreed timelines in a constantly dynamic environment.
- Attention to detail
- A high degree of self-motivation and discipline
- Commitment to Continual Professional Development
- Ability to work in a changing and flexible organisation
- Ability to assess situations, act on own initiative and justify decision-making
- Ability to build rapport with people from all backgrounds, of all abilities, and of all ages
- A commitment to artists and the development of art for our communities.

***The successful applicant will be required to undergo a check through the Disclosure and Barring Service (DBS).***

***This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out such other duties as may be necessary from time to time.***



## HOW TO APPLY

Please send a CV and cover letter to Anand Bhatt,  
CEO and Artistic Director:  
[anand.bhatt@dancecity.co.uk](mailto:anand.bhatt@dancecity.co.uk), by **4pm on 12 June 2025**. In your cover letter please demonstrate how you meet the person specification.

Interviews will be held at Dance City on 18 June.



Please note that any offers of employment are subject to two satisfactory references, of which one must be from a current or most recent employer. Evidence of right to work in the UK is also required.

If you require this information in a different format, or would rather submit a video or audio file, please let Anand Bhatt, CEO and Artistic Director, know and we can enable this to happen.

Dance City actively encourages applications from those with less visibility in the arts. We specifically welcome applications from women, disabled people and those from Black, Asian, ethnically diverse, LGBTQ+ and international backgrounds with the right to work in the UK.

Dance City,  
Temple Street,  
Newcastle upon Tyne  
NE1 4BR

0191 2610505  
[dancecity.co.uk](http://dancecity.co.uk)

 @dancecity  
 @dance\_city\_newcastle

