

Job Title: Administrator

Contract: 0.5 FTE approx. 18-20 hours per week approx. (including evenings and at least one weekend day. Exact hours are based on a rota format and will be agreed with the successful candidate on appointment)

Salary: £27,810 pro rata

Location: Newcastle upon Tyne

Reports to: Operations Manager

Direct Reports: N/A

Key Internal Stakeholders: Building Operations team, Artist Support team, Engagement & Education Team, Marketing & Development team, Volunteers

Key External Stakeholders: Participants, artists, building tenants, event bookers, suppliers

Duty Manager Requirement: Yes

Fire Warden Requirement: Yes

First Aider: Yes

DBS Required: No

Safeguarding Officer: No

On Call Rota: No

Role Purpose:

The post's primary purpose is to fulfil the vision, mission, and charitable objectives of Dance City. This is done by supporting the safe operations of the Dance City building; delivering a high quality of experience for Dance City customers; and supporting the wider Dance City team with administrative duties.

The duties contained in this job description are not exhaustive, and the postholder will be required to carry out other duties commensurate with the purpose of the role.

Key Responsibilities:

Building Operations & Duty Management:

- Acting as Duty Manager for the building when on shift with responsibility for Health & Safety, Fire Safety and First Aid
- Acting as Keyholder for the building with responsibility for opening up and locking down as required
- Carrying out daily, weekly and monthly Building checks to ensure high standards of safety and cleanliness in the building, and ensuring any issues are logged and escalated as required
- Abiding to building and project risk assessments, and ensuring adherence across activities
- Liaising with Technical staff, Visiting Companies and Teachers to ensure the building spaces are safe for use before performances and classes
- Completing all Post-Show Debriefs and Daily Operation Reports
- Carrying out regular stock checks of consumables and requesting orders
- Ensuring a smooth handover with the Operations Manager and wider team of Administrators

Communication & Customer Service:

- Providing a warm welcome to all artists, participants and guests in the building, in line the with Dance City Customer Service Expectations document, and resolving or escalating any complaints that occur
- Managing all customer/student/artist enquiries - both face to face and via phone and email - and contacting them to share information and updates
- Keeping customer/student/artist and other contact data up to date and in accordance with GDPR
- Taking payments for sales (classes, performance tickets, cafe sales etc), and cashing up at the end of each day
- Setting up events and classes on our ticketing software Spektrix, with support from the Operations Manager and Senior Marketing & Communications Manager as required
- Administering tickets for all events including classes, workshops and performances
- Acting as Front of House Manager or Usher for performance nights if necessary

Administration:

- Supporting the Operations team with daily administration, alert to any issues and suggesting improvements for processes. This includes but is not limited to:
 - Scheduling programmes of activity in the building via ScheduleIt and Outlook - this will include internal activity and external hires
 - Maintaining the information, accuracy and compliance of the bookings platform Spektrix, and extracting reports as required
 - Resolving day-to-day timetables/rota issues and updating the relevant Manager, e.g., class teacher sickness/absence cover, class cancellations
 - Supporting the creation of the Operations team rota
 - Ensuring Ushers hours are entered correctly for wage purposes
 - Meeting external visitors, including undertaking tours of building
 - Raising any data compliance issues or concerns immediately and in line with Dance City policy
 - Supporting with organisational correspondence, photocopying, scanning and posting
 - General filing and maintenance of SharePoint
- Supporting the wider Artistic, Engagement & Education, and Marketing & Development teams with daily administration, alert to any issues and suggesting improvements for processes. This may include but is not limited to:
 - Supporting the artist support programme by liaising with artists and technical teams to coordinate programmes of activity, drafting contracts and supporting communications
 - Supporting the coordination of the public class programme, drafting contracts and processes, liaising with teachers and participants
 - Supporting the learning and participation programmes by liaising with artists, venues and participants, organising venue bookings and updating databases
 - Supporting the development team by providing research for and contributing to funding applications and reports, and supporting with the review of data
 - Supporting with daily marketing tasks both in the building and online
- Other administrative tasks as required and appropriate

Team Development:

- Supporting with staff inductions, orientation and training
- Coordinating volunteers, ensuring they are registered and complete induction and any training needs
- Awareness and commitment to Equality, Diversity and Inclusion, Anti-discrimination and wider Dance City policies

- Committing to the appraisal process and to your own personal and professional development

Person Specification:

Knowledge, Skills and Experience

Essential

- Experience of working in and delivering administrative programmes
- Experience of working in customer service, ideally in a Box Office position or similar
- Experience of working in building operations with an understanding of Health and Safety awareness, First Aid and Fire Safety, or a willingness to develop this as part of the position
- Excellent computer literacy with software systems including Microsoft Office and Outlook
- Excellent organisation skills with the ability to multi-task within a constantly dynamic environment
- Ability to build rapport with people from all backgrounds, of all abilities, and of all ages
- A passion for dance and/or the creative industries

Desirable

- Knowledge of good practice in areas of Equality, Diversity & Inclusion, and Safeguarding
- Knowledge of data protection principles
- Knowledge of marketing and communications

This job description is not intended to be exhaustive, and you may be required to undertake other duties reasonably requested in line with the needs of the business.