



Job Title: Administrator (0.6 FTE)

Responsible to: Director
Responsible for: Office interns & placements, free-lance marketing staff
Start date: November 2017

The new post of Administrator is a key member of the Chats Palace team, an experienced, enthusiastic and highly organised professional responsible for ensuring the smooth running of the company and promotion of our activity. The Administrator oversees day-to-day management of the Charity, working to a wide-ranging remit, including marketing, to help realise our ambitious programme and development plans. An excellent problem solver, they will have the ability to juggle multiple tasks and prioritise against deadlines. This is a wonderful opportunity for an individual with a passion for the arts and the motivation to work as part small team in an arts centre with an exciting future.

Key responsibilities and tasks

Administration

- manage the infrastructure of Chats Palace, including all operational and office management systems - venue accessibility, health safety & fire (HSF) and telecoms/IT.
- lead on the day-to-day running of the Charity, encouraging and assisting effective communication between all staff members and freelance staff
- develop and implement effective office systems, ensuring the Charity's IT systems are operational and cost-effective.
- be first point of contact for any IT/Telecoms related issues.
- manage free-lance contracts and suppliers.
- maintain the premises license, ensure all relevant paperwork is submitted to the licensing authority.
- maintain an up-to-date First Aid qualification appropriate to the public use of the arts centre.
- be a named key-holder in the event of an emergency call-out.

Marketing

- act as first point of contact for all marketing activities and enquiries, having an overview of the Charity's profile across printed and social media.
- formulate and deliver a programme of institutional marketing, promoting Chats Palace history and current programme of activities.
- support visiting companies with their marketing activities promoting events at Chats Palace, including liaison with Impact and local press and media, as well as Front of House marketing displays at the Arts Centre.
- submit event listing information to the Charity's network of outlets.
- keep the Charity's website up-to-date with event information.

Planning & Reporting

- develop strategies to improve day-to-day administration of the Charity and Arts Centre with a focus on efficiency, cost management and sustainability, working with the Director and the wider team to implement these.
- manage scheduling, supervision and monitoring of the Company's safeguarding policies, ensuring that they are up-to-date and complied with. Such policies will include but are not limited to: Working with Children and Vulnerable Adults, Diversity, Equality, First Aid, Health Safety & Fire and Risk Assessment.
- implement appropriate systems for the training of staff in statutory requirements including First Aid.
- keep the Staff Handbook up-to-date and in line with current legislation and company policy, circulating to new employees and updating existing staff of changes as and when they arise.
- attend company meetings to share news and developments with the wider team.
- take minutes at Board meetings.
- undertake any other duties as may be reasonably required by the Director.

Person specification: Administrator

	CRITERIA	ESSENTIAL/ DESIRABLE
1. Education and Experience	At least 3 years' experience of arts administration in an arts venue or professional company.	E
	At least 2 years' experience of delivering an arts marketing strategy, including posting on social media platforms.	E
	At least 1 years' experience of working with Word-Press and website management	E
	Sound working knowledge of current equalities, first aid and health & safety law and regulations, with experience of implementing and monitoring safe working practices.	E
	Experience of working in a multi-faceted venue.	D
	Knowledge of political and economic issues affecting the arts sector.	D
2. Skills and Abilities	Ability to work independently, meet deadlines and manage a number of projects at the same time and with accuracy.	E
	Ability to communicate clearly and confidently with customers.	E

	A positive, solution-focussed attitude to work, ability to exercise initiative and resolve issues independently.	E
	Strong organisational and time management abilities with experience of working effectively under pressure.	E
	Strong verbal and interpersonal skills with good written communication skills.	E
	Good computer skills (MS Office) and administrative skills, with a sound working knowledge of how to maintain systems and records.	E
	Ability to work within a small staff team, including freelancers.	E
	An interest in the arts and an enthusiasm for working in a socially engaged and culturally diverse environment.	D
	Flexibility in relation to duties and working hours, which may include evenings and weekends.	E
3. Additional Requirements	A valid First Aid at Work certificate.	D
	Qualifications in Health Safety and Fire Safety.	D

Terms & Conditions

Contract: to 31 March 2018 with option to renew for a further period

Probation: this post is subject to a three-month probationary period

Salary: 0.6 FTE contract - £12600 p/a based on £21000 p/a

Hours: 24hrs/3 days per week incl Monday*

**based on 40hrs/5 days per week standard agreement*

Holidays: 12 statutory leave days (pro rata by reference to a full-time position) p/a plus UK bank holidays (pro rata by reference to a full-time position)

Base: Chats Palace, 42-44 Brooksby's Walk, London E9 6DF