

Haverhill Arts Centre

Business Administrator

37 hours per week

£26,421 + Pension

Can you remain calm and organised in the face of a very busy workload? Are you a multi-tasker who can turn their hand to anything? Then becoming Business Administrator at Haverhill Arts Centre could be the career opportunity you are looking for.

Haverhill Arts Centre has a friendly team of people delivering a wide range of arts, events and entertainment to the people of Haverhill. We are thriving but need an experienced professional to be the administrative bedrock for our organisation. You will oversee our box office, ticket sales and room hire, as well as working directly with acts and their agents to ensure invoices are correct and timely. Experience of liaising with managers from different departments, third-party agents and good customer service will stand you in good stead to do a job like this. Accuracy, clarity and timeliness are key characteristics we are looking for.

Other work associated with the administration of the council's activities would also form part of the activity of the postholder.

Flexibility on working hours is essential and additional hours to cover other aspects of council activity will be available depending on the background and experience of the applicants.

We are an equal-opportunities employer and are keen to ensure the Arts Centre reflects the local population it serves. For more information and an informal discussion, please contact Dan Schumann, Creative Director. 01440-712858 Mon-Fri. The closing date for applications is Friday 8 December. Please complete the application form and send to vicky.phillips@haverhill-tc.gov.uk

Haverhill Town Council

JOB DESCRIPTION

Post Title:	Business Administrator
Responsible to:	Creative Director
Responsible for:	Administration relating to the operation of the Arts Centre
Hours:	By agreement
Salary:	£26,421 for 37-hour week
Holidays:	24 days per year plus bank holidays

Overall Responsibilities

Oversee Box Office and ensure the smooth running of the Haverhill Arts Centre (HAC) administration to enable the council to provide an excellent service to performers and audiences in a cost-effective and efficient manner.

Key Responsibilities and Activities

1. Planning and Organisation

- a. Work flexibly to meet the needs of the Council's business.
- b. Maintain the bookings diary to assist in maximising the use of the building for the benefit of the public.
- c. Explore and recommend system and process optimisation.

2. Staff Administration

- a. Oversee the operation of the box office.
- b. Provide line management supervision for the box office staff, liaising with other managers to contribute to the efficient running of the Arts Centre.
- c. Oversee the general administration for the box office system, including adding events, merchandise, troubleshooting and promoting best practice
- d. Consult with managers and others to set the staffing rota for the Arts Centre and events calendar.
- e. Managing dry hires and other agency sales
- f. Oversee the associated reports for live and cinema events.

3. General Administration

- a. Liaise with colleagues to ensure consistency of administration cover.
- b. Maintain HAC records as required, including minute taking, filing, archiving and record-keeping, dealing with routine correspondence, photocopying and filing.
- c. Maintaining supplies of office equipment including stationery, mailing supplies, first aid etc.
- d. Assisting with venue diaries in relation to contractors, cleaning, maintenance etc.
- e. Be the first point of contact for general enquiries. Respond to customer in-person, email and telephone queries promptly and warmly.
- f. Open, record and distribute incoming post.

4. Sales, events and hires administration

- a. Assist with the issue of promoter contracts and the distribution of information to relevant staff.
- b. Assist with promoter settlements.
- c. Ensure hospitality riders are fulfilled.
- d. Be the first point of contact for hires and bookings of HTC venues and oversee the booking processes.

5. Other

- a. Cover for Box Office and other administrative functions as required.
- b. Have an understanding of the work and aims of the Town Council.
- c. Undertake training and development relevant to the role.
- d. Attend meetings as requested.
- e. Any other duties as reasonably requested.

PERSON SPECIFICATION
BUSINESS ADMINISTRATOR

Essential	Desirable	How Tested
<i>Qualifications</i>		
	NVQ 3 in administration, or equivalent	Application Form
Good standard of spoken and written English Good standard of numeracy Ability to use Microsoft Office and confidence in a variety of IT packages		Interview/exercise
<i>Experience</i>		
Experience of working in a busy office environment in an administrative capacity.	Previous experience in an arts/theatre or similar public facing environment.	Application Form / Interview
Experience of supervising staff	Experience of supervising reception/hospitality/customer-facing staff	Application Form / Interview
	Experience of setting a staff rota to ensure contracted hours are fulfilled and additional hours are fairly distributed.	Application Form / Interview
	Administrator experience in a senior capacity	
<i>Special Aptitudes</i>		
Reliable and well organised. Excellent communication skills. Able to work well under pressure. Able to plan and prioritise your workload and work well without supervision. Able to respond quickly and efficiently to solve operational problems. Accuracy and attention to detail and the desire to see jobs through to completion An understanding of how strong administrative support contributes to the organisation's commitment to customer care Bright, polite and friendly when dealing with members of staff or colleagues Confident, professional, enthusiastic and self-motivated Clean and smart appearance	Interest in arts and entertainment Be aware of Haverhill Town Council's activities to be able to discuss them competently with customers.	Application Form / Interview

Willing to work occasional unsociable hours.		
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