

NEWHAMPTON ARTS CENTRE

SITE ADMINISTRATOR/ RECEPTIONIST

NOVEMBER 2023

NAC, Dunkley Street,
Wolverhampton
WV1 4AN

T: 01902 572 090

E: admin@newhamptonarts.co.uk

SITE ADMINISTRATOR/RECEPTIONIST (PART-TIME JOB SHARE TWO DAYS PER WEEK) FIXED TERM CONTRACT UNTIL SEPTEMBER 2024

Job Purpose and Role:

To carry out administrative tasks as instructed. To represent Newhampton Arts Centre in a front line capacity for visitors and residents during opening hours and be a key source of information on schedules and activities across the organisation.

Responsible to: CEO & Site Manager (Newhampton Arts Centre)

Key Responsibilities:

- ▶ Welcoming and directing visitors.
- ▶ Answering phone and passing on messages to other staff as required.
- ▶ Greeting and directing site visitors to different locations onsite.
- ▶ Helping set up rooms for daily bookings if required.
- ▶ Receive deliveries and post.
- ▶ Deal with room booking enquiries, make provisional bookings, take deposits, update booking software (Avalon) with regular bookings and ensure the software is running correctly.
- ▶ Liaise with programming team for theatre hires.
- ▶ Take bookings and deposits for room and theatre hires
- ▶ Email confirmations and relevant documentation required to hirers.
- ▶ Monitor and respond to emails to the office email address.
- ▶ Sell tickets via phone, online & in person
- ▶ Monitor ticket sales & send regular updates to promoters and management as requested.
- ▶ Assist with basic marketing such as distributing printed posters and leaflets on site.
- ▶ Issue credit notes for tickets.
- ▶ Liaise with FOH staff team regarding theatre settlements and forward settlements to finance.
- ▶ Draw up and distribute the weekly staff rota in consultation with the Site Manager (after appropriate training).
- ▶ Other duties that may be required from time to time to ensure the efficient running of Newhampton Arts Centre

Person Specification

Required:

- ▶ Confident, responsible and calm in dealing with the public.
- ▶ Consistency in applying policies and procedures at all times.
- ▶ Attention to detail in uploading and updating information onto organisational systems.
- ▶ Ability to work as part of a team
- ▶ Good communicator
- ▶ Reliable time-keeper
- ▶ Ability to handle standard IT systems such as email, have basic knowledge in Microsoft business software such as Excel. Training will be given on the specific systems used at NAC such as Avalon Room Booking System.

Desirable:

- ▶ Interest in the arts and cultural sector.
- ▶ Finance administration experience.

Terms and Conditions

This is a 15 hour contract and the actual hours offered will be according to the needs of the business and may vary from week to week. THIS IS A FIXED TERM CONTRACT UNTIL SEPTEMBER 2024.

These hours will be worked over two days from 8:30 till 16:30 in consultation with the existing Site Administrator (3 days per week) to ensure consistent site coverage as required but flexibility can be discussed.

Owing to the nature of NAC as an arts centre open to the public and site users daily, working from home is not an option that is available for this post. The post-holder will need to co-ordinate holiday with the Administrator (Job Share) to avoid both being off at the same time.

Evening and weekend work may be required from time to time.

Salary: £22,202.96 Full Time Equivalent

1. Wages will be paid monthly by Direct Payment into a named bank account.
2. Newhampton Arts Centre will pay Employer's National Insurance Contributions.
3. Tax and National Insurance, plus any other statutory deductions (including student loan repayments), will be deducted at source.
4. Pay is reviewed annually in April of each year.
5. Pension: An auto-enrolment pension scheme is in operation with The People's Pension. Current contributions are 3% for employer and employee.
6. Holidays: 25 paid days per year, pro rata plus statutory holidays, and including Christmas and New Year site closure days. Holidays must be taken at times convenient to the running of the NAC.
7. Training: Appropriate training will be provided as necessary.
8. Probation: This contract is conditional on a satisfactory probationary period of one month.
9. Sick Pay: Absence due to sickness must be notified by 9am on the first day or as soon as possible.
10. Grievance and Disciplinary Procedures will be dealt with by Line Manager and then the CEO in the first instance. If necessary, matters can be referred to the board members responsible for staff Issues.
11. Termination of contract: Four weeks' notice of termination of contract is required on either side.
12. Security: The Employee will be responsible for looking after keys and security codes entrusted to them and will not pass these on to any unauthorised individual
13. Staff Handbook: Full conditions of employment are available in the NAC office.
14. Any offer of employment is conditional on an Enhanced Disclosure and Barring Services check.
15. NAC reserves the right to require all employees to follow specific public health guidance that may be issued by either national government or local authority.

TO APPLY:

Please obtain and complete the Job Application Form either from the NAC website or by emailing office@newhamptonarts.co.uk and return to admin@newhamptonarts.co.uk by the closing date of 5:00pm on **THURSDAY 23 NOVEMBER**.

Shortlisted candidates will then be called to an interview and practical assessment on **THURSDAY 30 SEPTEMBER**. Please ensure you are free for this date if you apply. Further details will be given to shortlisted candidates.

For an informal discussion of this post please email admin@newhamptonarts.co.uk with a phone number we can call you back on.

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