

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT

Job Title: Administrative Assistant
Responsible to: Operations & Development Manager
Employed by: Craftspace's Council of Management
Salary/hours: Craftspace Band A2,
(£15336.80 – 16275.00 for 30 hours/week
per annum)
(£19171 - £20344 full time equivalent)
Principle location: Craftspace office, Unit 15, Highgate Craft Centre,
8 Highgate Square, Birmingham, B12 ODU

Job Purpose and Role:

The Administrative Assistant is responsible for the smooth running of the office and provides overall administrative support for operations and projects relating to Craftspace's artistic, learning and community engagement programme. This role often provides the first point of contact for people making telephone or web based enquiries to Craftspace. This role also co-ordinates the social media activity for the organisation. The Administrative Assistant has responsibility for some financial administration.

Principle duties and responsibilities:

1. Financial administration

- 1.1 Ensure incoming invoices and payments are processed efficiently through the digital system.
- 1.2 Monitoring petty cash and providing quarterly reports of expenditure
- 1.3 Generate financial reports from accounting package.
- 1.4 Banking cash or cheque payments.

2. Maintaining an efficient office system, including IT:

- 2.1 Maintain IT support contract, facilitating casual users and remote working by staff and occasional external users. Troubleshoot workstation problems and liaise with IT support.
- 2.2 Establish, maintain and oversee filing, archiving and other information systems, using new technology where appropriate.
- 2.3 Co-ordinate responsibility for collection and collation of statistical information relating to contractors, volunteers, artists, audiences and participants.

- 2.4 Process the mail, circulate information of interest that comes through emails/web based media such as newsletters etc, maintain a noticeboard of cultural events, answering the telephone and processing enquiries as appropriate in line with organisation policies and procedures.
- 2.5 Monitor, research and review suppliers to ensure cost effectiveness. Maintenance and purchase, as directed, of office supplies and equipment.
- 2.6 Monitor utility contracts and oversee renewals.
- 2.7 Order and maintain office stationery, packaging materials, publications and subscriptions.
- 2.8 Arrange insurance of equipment, premises and exhibits.
- 2.9 Service meetings of the Council of Management and other groups convened to inform and facilitate the work of Craftspace, including overseeing the collation and distribution of papers.
- 2.10 Assist with the preparation and production of reports and governance requirements. E.g annual returns to statutory bodies and funders.
- 2.11 Assisting staff to develop information packs, proposals and presentations for disseminating Craftspace information and for fund-raising activities.
- 2.12 Make travel arrangements for all members of staff as required.
- 2.13 Take minutes at fortnightly staff meetings.
- 2.14 Assist Operations & Development Manager with research and updating of Health & Safety policies and procedures.
- 2.15 Maintain a record of staff training completed.
- 2.16 Administer DBS (Disclosure & Barring Service) checks and keep up to date with information, requirements and changes to legislation.
- 2.17 Administer the post and mailouts when required.

3. To support the marketing and fundraising activities for the organisation and projects

- 3.1 Co-ordinate the social media template, liaise with marketing and project managers to plan and prepare content. Monitor and respond daily to social media interactions.
- 3.2 Monitor and collect social media analytics in co-ordination with the Marketing Manager.
- 3.3 Prepare audio-visual materials for social media, fundraising events and promotions.
- 3.4 Monitor the production of visual images and other media and store in accordance with Craftspace image policy.
- 3.5 Ensure photographic permissions are obtained from project participants and artists in liaison project managers.
- 3.6 Maintain and prepare content for Craftspace websites and blogs.

- 3.7 Assist in the planning and delivery of fundraising activities and events including maintaining Craftspace+ membership records.
- 3.8 Maintain the web shop: administer sales of products, update stock lists, package and despatch items.
- 3.9 Liaise with the Audience Agency in relation to managing the Audience Finder dashboard. In collaboration with the Director and other members of the team, be responsible for the devising and implementation of Audience Finder surveys. Collate and input data, download and analyse reports, produce summaries of findings. Assist staff with information about Audience Spectrum.

4. Working to support the planning and delivery of the artistic programme including exhibitions, productions, and learning and community engagement projects, liaising with artists, venues, partners and customers in accordance with existing and developing administrative systems.

- 4.1 Assist the Programming team in research and development tasks and organisation/delivery of project activities as required.
- 4.2 Ensure and oversee effective systems for administration of sales from exhibitions or projects.
- 4.3 Revise, maintain and monitor effective booking, evaluation, condition and damage report systems for exhibitions in consultation with Programming team.
- 4.4 Develop contacts and liaise with venues and visit them when necessary to undertake condition checks on artworks or other tasks if required.
- 4.5 Administer the return of work from projects/productions and touring exhibitions, including arrangements for transport, in consultation with the Programming team.
- 4.6 Compile project publicity and other information packs and oversee their distribution or despatch to agreed timetables.

5. To work as a member of and in full co-operation with the Craftspace team to maximize the success of Craftspace's activities.

- 5.1 All staff have a role in implementing different elements of Craftspace's business and strategic plans as well as marketing and digital strategies internally and externally.
- 5.2 Actively pursue and develop all duties and responsibilities in accordance with Craftspace's Diversity and Equal Opportunities policy, Health and Safety policy (including Safeguarding), Data Protection policy, core values (including those in relation to disability).
- 5.3 This post has named responsibility for aspects of the Health and Safety policy with regards to the office environment .
- 5.4 This post may be required to be the first aider for the organisation.

- 5.5 Craftspace endeavours to meet its obligations in relation to the Race Relations Amendment Act, Disability Discrimination Act, 1995 and Data Protection Act. Employees are required to carry out their duties in accordance with organisational commitments and plans.
- 5.6 Work as part of a team and contribute to the viability, strategic planning and development of the organisation as a whole (see Strategic Plan). This post is responsible for some areas of policy development and monitoring including the environmental policy and action plan and volunteering.
- 5.7 Be willing to undertake training (particularly Disability, Race and Gender Equalities Awareness, Health and Safety and Safeguarding training) as required.
- 5.8 Undertake other duties as directed by the Director or Council of Management.

CONDITIONS OF SERVICE

Craftspace staff are employed on conditions of service based on those of the National Joint Council for Local Authorities, Administrative, Professional, Technical and Clerical Services (APT & C).

The position is based at the Craftspace office in at Highgate Craft Centre, Highgate Square B12 0DU. The ability to travel and work away from the office base from time to time is also required. The salary range for this part time post (30 hours) is between £15336.80 – £16275.00 pa and an offer will be made post interview dependant on level of experience. It is Craftspace policy for starting salaries to be nearer to the lower end of the scale for permanent posts.

Full time staff work a 37½ hour week. This post is for 30 hours per week, spread equally over 5 days Monday-Friday if possible but this is negotiable. Core office hours are between 10.00am and 4.30pm during which time all staff are expected to be at work. Hours include unpaid half an hour for lunch. Starting and finishing times to complete full daily hours is flexible between the hours of 8.30am and 6.00pm.

Applications for job share across two candidates will be considered, applicants must indicate on their application form the name of their proposed job share partner. Both candidates must complete an application form.

Staff should expect some evening and weekend work. No overtime is payable but time off in lieu may be taken in consultation with line manager.

Annual paid holiday entitlement is 25 working days for full time employees together with normal bank holidays and four additional non statutory

days. This is calculated on a pro rata basis for part time or fixed contract staff.

Craftspace operates a group personal pension scheme which is open to all employees. Membership will be by auto-enrolment 3 months after the starting date.

There will be a six month probationary period with a review meeting followed by annual appraisal and regular supervision.

One calendar month's notice must be given by employer and employee.

Applicants should note that Craftspace offices are non-smoking.

Craftspace endeavours to promote and practice equality of opportunity by employing people on the basis of their ability to do the job in question, irrespective of gender, race, age, religious creed, sexual preference, marital status, social origin or disability.