







Job Title	Admin Assistant / Maternity Cover
Job Level	TBC
Location	West End Centre
Workstream	Culture Hubs
Function	Administration
Line Manager	General Manager
People Leadership	None
Diversity and Inclusion	
We are committed to promoting equality and diversity and a culture that actively values difference.	
Role Purpose	
To provide the timely and accurate administration support to the West End Centre, contributing to the team's achievement of artistic, commercial and impact objectives.	
Responsibilities	
<ul style="list-style-type: none"> • Undertake administrative duties including filing and record keeping, processing contracts, raising purchase orders and invoices, completing weekly banking, and updating the internal scheduling systems • Assist with data entry and reporting for marketing, finance, ticketing and box office systems • Keep minutes for team meetings, advisory group meetings and other meetings as needed • Foster excellent industry and stakeholder relationships with internal and external stakeholders, including agents, promoters, community organisations and artists, providing a professional, prompt and courteous response to phone and email enquiries • Provide outstanding customer service, providing professional, prompt and courteous responses to phone and email enquiries, and visitors to the centre • Provide additional administrative support to the General Manager, Artistic Director, and other staff as required • Comply with Health and Safety, equalities and environmental sustainability guidance and working practices to ensure safety of colleagues and customers • Support any other duties or projects commensurate with the nature and grade of this post as required by the organisation 	
Experience, Skills and Qualifications:	
<u>Essential:</u>	
<ul style="list-style-type: none"> • Educated to a minimum of A Level/BTEC in a relevant field • Experience delivering a range of administrative functions • Computer literacy with experience of using a variety of software • Experience liaising with clients and stakeholders • Excellent verbal and written communication and interpersonal skills • Strong organisational skills and attention to detail • Ability to work well under pressure and to strict deadlines 	
<u>Desirable:</u>	
<ul style="list-style-type: none"> • Knowledge of the arts and cultural sector • Previous experience with ticketing and ePOS systems 	

<p>Planning and Organising</p> <ul style="list-style-type: none"> • Sets clearly defined objectives • Plans activities and projects well in advance and takes account of possible changing circumstances • Identifies and organises resources needed to accomplish tasks • Manages time effectively • Monitors performance against deadlines and milestones 	<p>Working with people</p> <ul style="list-style-type: none"> • Demonstrates an interest in and understanding of others • Adapts to the team and builds team spirit • Recognises and rewards the contribution of others • Listens, consults others and communicates proactively • Supports and cares for others • Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses
<p>Relating and networking</p> <ul style="list-style-type: none"> • Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict • Uses humour appropriately to enhance relationships with others 	<p>Delivering Results and Meeting Customer Expectation</p> <ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals
<p>Following Instructions and Procedures</p> <ul style="list-style-type: none"> • Appropriately follows instructions from others without unnecessarily challenging authority • Follows procedures and policies • Keeps to schedules • Arrives punctually for work and meetings • Demonstrates commitment to the organisation • Complies with legal obligations and safety requirements of the role 	<p>Adapting and Responding to Change</p> <ul style="list-style-type: none"> • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows respect and sensitivity towards cultural and religious differences • Deals with ambiguity, making positive use of the opportunities it presents

Values

 <p>CONFIDENCE</p> <p>We have the courage to aim high and think differently</p>	 <p>CREATIVITY</p> <p>We are imaginative, resourceful and flexible in what we do and how we do it</p>	 <p>EXCELLENCE</p> <p>We aspire to the highest standards in everything we do</p>
 <p>RESPONSIBILITY</p> <p>We are all responsible for the success of the trust, as individuals and together</p>	 <p>TEAMWORK</p> <p>Through working collaboratively, we inspire our people to make their best contribution, share knowledge and celebrate our achievements</p>	 <p>RESPECT</p> <p>We are considerate, respectful and understand each other's similarities and differences</p>

Created by:	Thomas Gerstenmeyer	Date:	July 2021
People Team Review by:	Kirsty Sinclair	Date:	July 2021