

Role profile

Job title:	Admin Assistant
Location:	Ashcroft Arts Centre, Fareham
Line manager:	General Manager

Purpose of role:

To provide the timely and accurate administration support to Hampshire Cultural Trust arts centres, contributing to the team's achievement of artistic, commercial and impact objectives.

Main Responsibilities:

1. Undertake administrative duties including filing and record keeping, processing contracts, raising purchase orders and invoices, completing weekly banking, and updating the internal scheduling systems
2. Assist with data entry and reporting for marketing, finance, ticketing and box office systems
3. Keep minutes for team meetings, advisory group meetings and other meetings as needed
4. 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
5. Provide outstanding customer service, providing professional, prompt and courteous responses to phone and email enquiries, and visitors to the centre
6. Provide additional administrative support to the General Manager, Artistic Director, and other staff as required

Other duties

- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation. The post holder must be willing to undertake duties outside normal working hours.

Corporate and statutory initiatives - equalities/health and safety/environmental sustainability

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met
- Comply with health and safety, equalities and environmental sustainability guidance and working practices
- Undertake appropriate training and development

Key competencies of role:

- 1.1 Deciding and Initiating Action
- 2.1 Working with People
- 3.1 Relating and Networking
- 6.2 Delivering Results and Meeting Customer Expectations
- 6.3 Following Instructions and Procedures
- 7.1 Adapting and Responding to Change

Person Specification (competence requirement):

1. Essential qualifications

- a. Educated to a minimum of A Level/BTEC in a relevant field

2. Essential knowledge/skill/experience

- a. Experience delivering a range of administrative functions
- b. Computer literacy with experience of using a variety of software
- c. Experience liaising with clients and stakeholders
- d. Excellent verbal and written communication and interpersonal skills
- e. Strong organisational skills and attention to detail
- f. Ability to work well under pressure and to strict deadlines

3. Desirable requirements – qualifications, skills, knowledge, experience

- a. Knowledge of the arts and cultural sector
- b. Previous experience with ticketing and ePOS systems

Working Conditions:

The following section provides an outline of the working conditions that may be encountered in this role.

- Manual Handling of objects of weight up to 10kg on a daily basis
- Using Display Screen Equipment – Desktop PC and laptop
- May have contact with Control of Substances Hazardous to Health (COSHH), Biological: human blood and/or human bodily fluid e.g. First Aid