

MONTAGE THEATRE ARTS

Job Description and Person Specification: Administrator 2017

Background of the Company

Montage Theatre Arts (MTA) is a charity based in Deptford, South-East London and was established in 1998. The charity is managed by General Manager, Emma Hobday, a small team of office personnel and the Board of Trustees. The company runs 37 weekly classes in performing arts, plus holiday courses for young people and projects with the elderly from the local community. With a respected track record for offering excellent and vital opportunities, MTA continues to help people from a highly deprived area acquire techniques and skills, develop confidence and social ability, whilst also breaking down barriers between cultural groups and generations.

MTA's office is based at the Albany in Deptford, a lively community building housing many small arts and charitable organisations, as well as its own notable theatre. The office is run as a 'creative hub'; a lively workspace with friendly staff, who are keen to develop ideas and share skills.

Montage's full programme takes place on Mondays, Tuesdays, Thursdays and Fridays after school and on Saturday at Prendergast Hilly Fields College in Brockley. A team of freelance teachers, overseen by our Youth Programme Manager, lead classes of up to 25 children with the support of volunteer assistants. MTA students also regularly take part in other performances, such as local community events including Lewisham People's Day and Brockley Max.

Office staff are managed by the General Manager.

If you are an excellent office support worker/administrator then this is a superb opportunity for you to develop your skills and experience working for an organisation with an exciting future.

Role

To ensure the effective running of the community courses for Montage Theatre Arts and to provide support to General Manager.

Responsible for supporting the administration of all community courses, schools outreach programme, holiday programmes and workshops

Job Description – Administrator

Contract – Rolling (Self-Employed).

Initial Contract: 3 months minimum.

Hours – 20 hours a week (hours must be scheduled Monday – Friday)

Remuneration - £9.50 per hour

Other Benefits - Each staff member is entitled to one concessionary place for child or adult on any of Montage's courses.

Line management: General Manager – Emma Hobday

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DUTIES & RESPONSIBILITIES

General:

- Administrative support for any termly class demonstrations and shows, community events and productions, including assisting with correspondence with parents, performers and teachers
- Event schedules, and coordination
- Maintain filing, update company paperwork and archive
- Ensure office is kept clean and tidy
- First point of contact for all email and phone enquiries
- Updating Monitoring and Statistics at regular intervals and providing to GM

Bookings:

- Processing class bookings using internal database and website
- Maintaining communication with parents and students including newsletters and email blasts
- Book students and correspond with exam boards (e.g. LAMDA, RAD etc)

Marketing:

- Maintaining flyer databases
- Calling schools to build flyer delivery lists and amounts
- Organising logistics of flyer drops across the year
- Social Media use for promotional purposes (including: Facebook, Twitter and Instagram)
- Half-Termly newsletters and Event booking emails (using Mailchimp)
- Listing events and courses on local and London-wide websites.

Database extraction:

- Creating emergency contact Lists
- Creating registers and sending to CM and teachers

Teachers and policies:

- Ensuring all existing and new teachers have signed necessary recruitment documents
- Assist GM/Admin when writing contracts for freelance teachers
- Chase outstanding freelance contracts
- Update Staff Records

Community Outreach:

- Create relevant organisation list and maintain relationships
- Offering free places to community organisations/schools for low performing classes
- In conjunction with YPM/GM decide on who bursaries should be offered to
- Send bursary opportunities to relevant organisations (Social Services, Carer Support etc.)

Recruitment support:

- Posting advertisements Collating CVs
- Obtaining references for successful candidates
- Organising interviews
- Supporting the finding of appropriate cover for freelance tutors and class assistants when needed.

Child Protection:

- Actively engage with MTA's safeguarding policy and support it through all work undertaken

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THE ADMINISTRATOR. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.

Personal Specification can be found on the next page.

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PERSON SPECIFICATION:

The successful applicant will demonstrate the following skills, experience, and personal qualities:

Essential

- Enthusiasm for the work of the company and working with children, young people and adults
- Excellent communication and interpersonal skills
- Committed to MTA's child welfare and safeguarding practices
- Excellent customer service skills (face to face, phone and email)
- Positive and creative approach to problem-solving
- Excellent office skills and computer literacy (including: MS Word, Outlook, Excel and internal CRM/Database software)
- Good literacy skills with excellent spelling and good, accurate typing and clear and legible handwriting.
- Numerate - able to keep simple financial records and prepare and monitor simple budgets.
- Experience of handling money.
- Willingness to learn, use initiative and put forward ideas
- Methodical approach - able to pay close attention to detail and work accurately.
- Flexible and clear-thinking attitude to work with a willingness to undertake a wide range of tasks, both office based and practical.
- Self-motivated, reliable and able to work on own initiative with ability to set and achieve targets, prioritise and work to deadlines.
- Candidate must be, or be willing, to register as self-employed.

Desirable

- 12 months + working in an administrative role
- Creative thinker, who would like to expand the role
- Knowledge and/or experience of the performing arts industries
- 12 months + experience in sales and/or customer service
- Knowledge of or keen interest in Lewisham's lively arts scene
- Fully police-checked with an enhanced DBS certificate. Montage Theatre Arts can arrange certification if necessary.

HOW TO APPLY

Please send completed application forms to: **Emma Hobday** at gm@montagetheatre.com.

CV submissions will not be read.

If you would like to discuss this position please contact the email address above or call 020 8692 7007.

Closing Date for Applications: 5pm, 1st December 2017

Successful Interview Candidates will be contacted by: 8th December 2017

Interviews: W.C. 11th December 2017

Ideal Start Date: Monday 8th January 2018 (Negotiable for the right candidate)