

MONTAGE THEATRE ARTS

Job Description and Person Specification: Administrator 2022

Background of the Company

Montage Theatre Arts (MTA) is a charity based in 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 organisation runs 38 weekly classes for children and young people in various performing art disciplines and holiday courses across the year. With a respected track record for offering excellent and vital opportunities, MTA gives their community access to the transformative power of the performing arts. MTA also support people from a deprived area acquire techniques and skills, develop confidence and social ability, whilst also breaking down barriers between cultural groups.

MTA's office is based in central Lewisham. The office is run as a 'creative hub'; a lively (dog-friendly) workspace with enthusiastic 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.

The Administrator is line managed by the General Manager.

Role

To ensure the effective running of Montage Theatre Arts, through administrative support.

Job Description –Administrator

Contract – Permanent, Part Time

Hours – 20 hours per week (Monday – Friday). Working pattern can be arranged with management, but hours would ideally be spread between 3- or 4-days p/w.

Some very occasional evening and weekend work may be requested at the employer's discretion with TOIL or overtime payments being offered.

Salary - £26,000 FTE. £13,000 Actual

Reports to – General Manager

DUTIES & RESPONSIBILITIES

General:

Bookings:

- Process class bookings using internal CRM database and website
- Be main point of contact regarding all parent enquiries by phone/email
- Track financial performance and log financial records within CRM system
- Maintain communication with parents and students
- Book students and correspond with exam boards (e.g. LAMDA, RAD etc)
- In conjunction with management manage bursary and concessionary opportunities and offers

Patrons: Dame Emma Thompson DBE, Roy Williams OBE and Sylvestra Le Touzel

MTA is supported by Lewisham Council, Arts Council England and the Hilary and Stuart Williams Foundation.

Montage Theatre Arts is a registered charity No: 1103460

Registered as a company limited by guarantee in England and Wales, No: 5020947

MONTAGE THEATRE ARTS

Job Description and Person Specification: Administrator 2022

Statistics:

- Collate and monitor relevant quantitative data using internal CRM software
- Create statistical reports for management as necessary

Marketing:

- Assist with marketing work including (but not limited to): social media posts, VIP invitations, listing websites and logistics of flyer distributions etc.

Database extraction:

- Create emergency contact Lists
- Creating registers and sending to YPM and teachers

Teachers and policies:

- Ensure all existing and new teachers have signed necessary recruitment documents
- Chase outstanding freelance contracts
- Update Staff Records including training and development records

Site Management:

- Act as a cover site manager (only when necessary). Working with facilitators, customers, children, and young people to ensure the safety of MTA courses.

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.

PERSON SPECIFICATION:

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

Essential

- Enthusiasm for the work of the organisation and working with children, young people, and adults
- Excellent communication and interpersonal skills
- Committed to MTA's child welfare and safeguarding practices
- Experience in a similar administration/customer service based role
- 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, 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.

Patrons: Dame Emma Thompson DBE, Roy Williams OBE and Sylvestra Le Touzel

MTA is supported by Lewisham Council, Arts Council England and the Hilary and Stuart Williams Foundation.

Montage Theatre Arts is a registered charity No: 1103460

Registered as a company limited by guarantee in England and Wales, No: 5020947

MONTAGE THEATRE ARTS

Job Description and Person Specification: Administrator 2022

- Self-motivated, reliable, and able to work on own initiative with ability to set and achieve targets, prioritise, and work to deadlines.

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.

Visit www.montagetheatre.com for more information.

Patrons: Dame Emma Thompson DBE, Roy Williams OBE and Sylvestra Le Touzel

MTA is supported by Lewisham Council, Arts Council England and the Hilary and Stuart Williams Foundation.

Montage Theatre Arts is a registered charity No: 1103460

Registered as a company limited by guarantee in England and Wales, No: 5020947

