

Administrator, London

Full Time – Permanent Contract

Description of the role and Person Specification.

The Audience Agency, the leading audience development and insight agency in England and Wales, is recruiting for the position of Administrator for its London office. This essential role supports the efficient and effective delivery of our products and services to all our clients across the cultural sector. We are seeking a highly organised and motivated individual to ensure the smooth running of our London office through management and maintenance of its resources, and through the provision of professional and effective support of our Executive Team.

All applicants must be confident communicators, have strong numeracy and written skills. Experience of providing executive support in a cultural setting is desirable.

Deadline for applications: Monday 3rd October 2016 - 12pm

For full Job and application details, visit:

<https://www.theaudienceagency.org/careers>

Interviews will take place week commencing 10th October 2016 at our London office.

Please see the Application Form for information about how to apply; please contact us on 0161 234 2956 or jobs@theaudienceagency.org if you require this information in an **alternative format**.

The Audience Agency & Audience Finder

The Audience Agency is the national authority on audience behaviour and strategy. We are an experienced team of arts and culture specialists that provides a wide variety of consultancy and research services. As a thriving, fast growing not-for-profit organisation

we work with hundreds of clients that are comprised of organisations of all sizes across the sector providing sound advice, cutting edge intelligence and breakthrough ideas to develop and grow their audiences.

For more information about our organisation and team please see www.theaudienceagency.org

Background to the post

A vacancy has arisen in our Operations team for an experienced and highly organised Administrator to combine the support of our Executive Team with the day to day management of our London office and its associated systems and resources.

Primary responsibilities of the role

Executive Support

- Support the Chief Executive and Chief Business Development Officer with diary management and first-line communications
- Provide additional administrative support to the Executive Directors: handling enquiries, organising internal and external meetings and attending as appropriate. Organising travel and accommodation where necessary
- Manage administrative systems (including CRM and filing) on behalf of the Directors to ensure co-ordination and easy retrieval of information.
- Co-ordinate all organisational meetings: Board meetings, Executive, SMT and others as chaired by the CEO or other members of the Executive team
- Minute all such meetings where required
- Collate relevant documents for meetings, preparing presentation materials and managing follow up actions afterwards
- Edit, proofing and supporting the collation of tender and bid documentation produced by the Senior Management Team
- Screen incoming calls, dealing effectively with telephone and email queries, referring them to the relevant source and ensuring clients are dealt with efficiently
- Provide other administrative support as required including for other members of the Executive or Senior Management Team

Office management, Operations and IT

- Lead on day-to-day liaison with landlord and fellow tenants
- Manage practical operations of the London Office, including liaison with suppliers and contractors.
- Manage Health & Safety for London Office, being the first point of contact.
- Ordering stationery and kitchen resources ensuring that the London office is adequately stocked at all times.
- Reception and general office duties as required.
- To support external IT consultants in managing in-office technology and equipment (limited)

Project management and support

- Project management, coordination and support to the SMT and other teams and departments as required.

- Support the Marketing & Content team in managing events and stakeholders
- Take an active role in the CRM task force, and development of CRM

Administration and Finance support

- To maintain efficient and effective office systems and internal support services, liaising with external suppliers where appropriate.
- To ensure all administrative processes are efficient and universally used and understood by London Office's team members.
- To work in close liaison with the Finance & Administration Director in all internal administration systems and implement appropriate changes. This will include the maintenance of consistent internal records.
- Support the maintenance of finance systems and reporting as required.
- Support the collection and processing of finance transactions in liaison with other members of the finance team.

HR and Staff Support

- Managing any intern staff based at the London office and ensure they are well supported during their placements, and developing the intern programme for the organisation
- To support internal HR processes and systems including recruitment and induction.
- Conducting research on behalf of the SMT and Finance and Admin Director.
- Organising travel for London office's staff, and others as required.

The Audience Agency as a learning organisation

- To take an active part in all team planning, learning and training
- To share internally the insights and learning gained from your work
- To contribute to developing a cross functional collaborative style of working
- To be aware of and act within the guidelines laid out in The Audience Agency Equal Opportunities and Diversity policies
- To be aware of The Audience Agency's values and to conduct business with clients in their spirit

Additional job details

Progress monitoring

In accordance with standard business practice this role is subject to the successful completion of a three month probationary period. During this period we will review with you your on-going performance and suitability for the post.

Salary

The post is offered on a permanent full time contract. The role is offered at an annual salary of £24,000, inclusive of London weighting.

Location

The role will be based at our London office and the post holder will report to the Finance & Admin Director and Chief Executive Officer.

Hours

Normal working hours for full time employees are 35 per week, or 7 hours a day which can be worked flexibly in agreement with the your line manager. Core office hours are between 10.00am - 6.00pm daily. For full-time staff the normal working day includes one hour for lunch (unpaid).

The Audience Agency will try to be flexible and understanding in allowing staff to adopt hours which suit individual circumstances as long as these hours do not affect work effectiveness.

Holiday

The leave entitlement is 25 days per annum pro-rata. Public/Bank holidays are in addition to this personal leave entitlement.

Contract

The post is offered on a permanent full time contract.

For more details of the specific role please contact Gareth Davies, Finance & Admin Director, E: jobs@theaudienceagency.org

Person Specification – Customer Support Officer

Please give concrete examples in your application of where and how you've acquired and applied the necessary skills and experience.

Essential (E) Desirable (D)

Experience

- Experience of PA Work or Executive Support(E)
- Two years of general admin or office experience (E)
- Experience of managing a busy and changing diary/schedule or equivalent(E)
- Experience of minuting and managing meetings(E)
- Experience working with Boards (D)
- Experience working with and Arts or Cultural Organisation (D)

Qualities

- Able to walk the balance between highly organised and flexible / adaptable (E)
- Excellent interpersonal skills (E)
- Excellent time manager (E)
- Positive and outgoing demeanour (D)

Skills

- Knowledge of administrative software: Microsoft Office, CRM , Spreadsheets (E)

Product/Sector Knowledge

- Interest in Arts & Culture (E)
- Knowledgeable or interested in our mission, and audience development (D)
- Understanding of the working of the cultural sector, and cultural policy (D)