

Trinity Community Arts Admin Assistant/Receptionist

Contract type:	Permanent
Job Title:	Admin Assistant / Receptionist
Responsible to:	Bookings Administrator
Team:	Events
Hours:	37.5 hours per week
Rate of Pay:	£8.53ph-£8.72ph (dependant on experience)
Pay scale/band:	NJC Scale 1, SPC 8-11
Annual Leave:	The holiday year runs from 1st January to 31st December. Full-time employees of Trinity are entitled to 21 days paid annual leave plus bank holidays, based on 37.5hrs/5-day working week. Entitlement for your contract will be calculated on a proportional basis in accordance with your hours and duration of contract

Introduction

Trinity exists to empower and connect communities through the arts because we believe that art improves the well-being of individuals, empowers communities and enhances society.

We attract the most diverse audience of any arts centre in Bristol and deliver a programme that encompasses cultural performance, community events, formal and informal education programmes.

Trinity Community Arts Ltd (TCA), a registered charity with a trading subsidiary, Trinity Community Enterprises (TCE). We have a successful track record of securing funds in excess of £3m to support a broad range of community arts activities, as well as a phased capital works programme.

Responsibilities

We are looking for an enthusiastic team member to be the first point of call at Trinity Centre. You will look after the day to day running of our busy reception area and work within the events team to increase other staff member's capacity to deliver exciting and community driven events in the centre.

The role requires someone with excellent attention to detail and proven customer service skills as well as experience in working within a diverse community environment.

Duties

Reception

Receptionist duties including:

- Acting as first point of contact for Trinity via phone, email or in person
- Providing general information and assistance to centre users as required
- Being familiar with the current Space Hire Rates to help prospective hirers with their booking over the phone or in person
- Lead on administration of info email account, to ensure all general enquiries are responded to and/or forwarded to relevant team member
- Ensuring all building users sign in and out of the building for fire safety
- Signing for any deliveries and sorting post
- Helping to ensure that Trinity's Reception area and front of house displays are kept presentable with up to date information
- Showing prospective hirers around the premises
- Assisting with basic set-up/pack-down for meetings and events
- Going through housekeeping and visitor information with hirers arriving for their event
- Supporting and assisting volunteer Receptionist/s

Bookings

Supporting the Events Team including:

- Assisting the team with general booking enquiries, completing booking enquiry forms
- Providing provisional pricing information to potential bookers
- Showing prospective hirers around the premises
- Adding pencilled dates and information to the calendar and passing on booking confirmations to the events team
- Creating and sending invoices on behalf of the events team with supervision from relevant event manager
- Checking venue availability and sending out availability to Promoters / Hirers
- Adding event info to the website, including retrieving relevant information from hirers or event organisers
- Updating external space hirers with ticketing reports on a regular basis

HR

- Assistant the Finance Officer with completion of new starter forms, payroll documents etc.
- Process DBS applications for relevant staff members
- Support the CEO with general administration with regards to HR

General Administration

Support for the Trinity Team including:

- Office: Updating contact sheets and minute taking during meetings i.e. team meetings, Ordering and controlling stationery supplies
- Projects: inputting events, evaluation data, audience numbers and registration forms into relevant spreadsheets/CRM

Other duties

- Board: Basic clerk duties to the Board of Trustees i.e. minuting meetings, circulating papers
- Basic IT troubleshooting and reporting issues via internal Trinity Tracker
- Ensuring relevant TCA policies are adhered to, including child protection and equal

- opportunities
- Attending team meetings as required
- Attending any training relevant to the role and Trinity's development
- Assisting the team with any other general administrative tasks that may be required, subject to completion of other duties within available contracted hours

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed.

Essential

- Experience of working in a similar, or comparable environment
- Experience of working within a diverse community environment
- Strong organisational skills, with the ability to prioritise duties and responsibilities.
- Excellent interpersonal and customer-care skills and a commitment to providing excellent service
- Experience of working in a challenging and busy environments and to strict deadlines
- A creative, pro-active, 'can-do' attitude with the ability to identify and seize opportunities and to find creative solutions to challenges.
- Excellent attention to detail
- A passion for the arts including theatre, community arts, music and other live events.
- Good communication skills
- Commitment to the values and objectives of Trinity Community Arts and the work of the Trinity Centre
- Experience of working with office software including spreadsheets.

Desirable

- Experience of using a CRM database
- Experience of administration HR procedures
- Experience of minuting meetings
- Health and Safety training
- First Aid Qualification
- Experience of cash handling and using accounting software such as Quickbooks

DBS Check

A basic check with the Disclosure and Barring Service (DBS) is required for this post, in line with our Safeguarding Policy.

How to Apply

To apply please download and complete an application form and accompanying personal details and equal opportunities forms and email to hr@3ca.org.uk Please note we do not accept CV applications.

Deadline: 9am, Monday 30th September 2019
Interviews: W/C 7th October 2019

Trinity Recruitment Policy

Equal Opportunities

Trinity Community Arts is an equal opportunities employer and encourages applications from suitably qualified and eligible candidates regardless of gender, race, disability, age, sexual orientation, religion or belief, socio-economic class,

A commitment to equality of opportunity is a necessary qualification for any job within the organisation.

Safeguarding

A Basic or Enhanced DBS (formerly CRB) check may be required for some posts, in line with our our Safeguarding Policy.

Ex-Offenders

Trinity supports the rehabilitation of ex-offenders and is committed to ensuring that suitable skilled employees are not excluded from this post, where this does not conflict with our Safeguarding Policy.

Application Assessment

As an equal opportunities employer, we ask applicants to use a standard application form, instead of a CV, so that we are able to remove all personal details from the assessment process and only assess on the details contained in the body of the application.

Short-listing decisions are based solely on the information provided within the Application Form. All candidates must provide sufficient evidence concerning how they meet the job requirements, even if they are known to the organisation. We do not take any previous knowledge we may have of candidates into account.

Feedback

We will notify all candidates who have not been short-listed for interview. Due to the level of applications received for most posts, we do not provide detailed feedback at the application stage. The most likely reason for not short-listing is that other candidates matched person specification more closely.

We are committed to providing detailed feedback to candidates unsuccessful at the interview stage. Please contact hr@3ca.org.uk / 0117 935 1200 for further information about this post or our Recruitment Policy.