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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Administration Officer (0 hour) |
| **Reports to** | Administration Manager |
| **Responsible for** | Administration support for the Administration Manager and Theatre Director. |
| **Hours** | To be decided weekly |
| **Contract** | 0 hour contract |
| **Annual Leave** | N/A |
| **Salary** | £14.80 p/h |
| **Location** | London, with occasional travel |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT THIS ROLE

The main purpose of the **Administration Officer**is to offer a supporting role in both administration and business support to ensure that the needs of the business are met. 

ABOUT YOU

We are looking for an individual that can work as part of a team and individually to achieve excellent customer service and to deliver our values: creativity, collaboration, excellence, and respect.

Key attributes:

* Passion for theatre / live entertainment.
* Self-motivated and creative.
* Excellent written and verbal communication abilities in dealing with colleagues, the public, industry colleagues, and other stakeholders.
* Highly driven, organised, and able to work calmly and effectively in a fast-paced environment.
* Excellent organisational and planning skills and the ability to delegate effectively to others
* Proven experience of budget control and maintaining accurate financial records

JOB ROLE

* Support the AM to ensure staff members and managers are aware of and kept abreast of changes to Company policies, procedures, documents and information.
* Assist the AM in developing, co-ordinating and annually reviewing any local policies, templates and/or practices required for the venue’s operation.
* Follow effective communication systems, ensuring all staff members, internal and external partners are at all times fully and accurately briefed.

**Programme co-ordination**

* In liaison with the AM, accurately and efficiently prepare, disseminate and monitor the return of show/event contracts and ancillary correspondence, as appropriate.
* Maintain and grow positive working relationships with clients and potential clients, including commercial and community promoters, producers and hirers, enabling continuing programme liaison in the absence of the Theatre Director.
* Support the AM with maintaining the venue’s electronic show and event diary (Artifax).

**Financial**

* Support in accurately accounting for administration budgets such as stationery, office equipment, telephones, training, recruitment, uniforms and postage.
* Support with petty cash (or equivalent system) as required in accordance with Company policy.
* Process credit card and banking transactions as required.
* Prepare and disseminate, as required, accurate and prompt financial data such as (but not limited to) transaction records, purchase orders and invoices in accordance with Company financial policies, guidance and systems.

**Administration**

* Adopt a reactive and flexible approach to planning, prioritising and implementing day to day administration at The Orchard Theatre, including drafting and preparing emails, letters, reports, minutes, forms and procedures.
* Support in maintaining the venue’s electronic and manual filing systems and records.
* Provide general administrative support as required including office management, reception duties, meeting clients, diary management, telephone answering, organising post, couriers, general supplies etc, as required.
* Ensure satisfactory storage, organisation, maintenance and security of stationery and office-related stock and machinery.
* Support The Orchard Theatres management team in organising and managing electronic and paper-based business documentation, ensuring it is kept up to date.
* Organise, attend and proactively contribute to meetings as required, preparing agendas, acting as note taker and observing sensitivity and confidentiality where appropriate.
* Respond to, in accordance with the company’s policy, customer feedback and ensure customer satisfaction for every interaction.
* On a monthly basis, prepare and gather information from appropriate managers required to report to Dartford Borough Council.

**Health & Safety**

* Support managers in the dissemination, implementation and promotion of Company and local health and safety procedures and best practice.
* Support the AM to ensure Display Screen Equipment assessments are undertaken at least annually and that identified actions and reasonable adjustments are followed through, in liaison with line managers.

**Recruitment, Training and Development**

* Assist and support managers in the effective planning and co-ordination of staff training, development and learning within the venue’s training budget limits.
* Accurately maintain training records and systems, providing training reports and information to line managers as required.
* Supporting the AM, guide colleagues regarding administration processes and procedures, ensuring venue-wide adherence to high standards of administrative practice at all times.
* Undertake training and development relevant to the successful execution of the job role.
* This is not an exhaustive list of duties. From time to time you may be required to undertake alternative or additional duties which will commensurate your skills, experience, and capabilities.

OTHER RESPONSIBILITIES

* Dress in accordance with Company policy and as appropriate for the job role, wearing protective clothing where issued and as instructed.
* At all times, act as an ambassador for the venue.
* Undertake any relevant training and development that may be required and keep abreast of developments in their field of expertise.
* Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.