 PERMANENT STAFF: **JOB DESCRIPTION**

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| **Job Title** | Front of House Administrator |
| **Accountable to** | WHALE Arts Creative Programme Manager |
| **Location** | WHALE Arts Centre |
| **Hours of Work** | 8.50 am to 5.00pm, Mon-Fri. Occasional early opening or late closing.  |
| **Salary** | £17,300 per annum, permanent (with potential increase dependant on performance after 6 months in post) |

**Summary of Post**

Based at WHALE Arts’ reception the post holder will be the first and central point of contact for public and internal communications, representing WHALE Arts appropriately and providing a high standard of customer service. They will carry out administrative duties on behalf of WHALE Arts and our tenants. They will also assist in ensuring WHALE Arts Centre facilities are maintained to a high standard.

**Main Activities and Key Responsibilities**

Front of House:

* The first point of contact for visitors to the multi-organisation WHALE Arts Centre & community-led arts charity and social enterprise WHALE Arts.
* Warmly greeting and orientating visitors, responding to telephone enquiries in a clear, informative manner.
* Responsible for the WHALE Arts info@ email account. Responding to emails and directing enquiries to the correct contact.
* Communicating with cultural tenants and partners to support visitors from all backgrounds with varied requirements.

Administrative Support:

* Maintaining registers and attendance records. Collecting and collating participation data and numbers to support reporting.
* Maintaining participant database. Creating, updating and sorting records. Supporting in move towards GDPR compliance.
* Producing files and collating information for recruitment, potential service users and tenants among others.
* Providing cash counts and supporting on service invoicing and recharges with the Finance Officer.
* Ordering supplies and maintaining office and hire equipment.
* Carrying out franking and printing, copying, laminating as required.
* Updating and maintaining records.

Marketing/ Communications:

* Managing WHALE Arts’ website, ensuring the information provided is up to date and accurate.
* Collating, composing and strategically scheduling content for social media and web.
* Collating and preparing information on programme for print and web.
* Managing WHALE mailing lists, e-mail newsletters and emailing press releases.

Building/ Facilities:

* Coordinating internal room bookings and external hires using room booking procedure and Building Handbook.
* Preparing spaces, equipment and supplies as required.
* Setting up AV as required.
* Coordinating key holders and key systems.
* Liaising with external contractors to provide services in the WHALE Arts Centre.
* Coordinating site contracts and arranging maintenance visits (photocopier, lift, phones, alarms, utilities, contractors, PAT testing).
* Fire warden duties: running weekly alarm tests and checking equipment, providing building and health & safety inductions. Ensuring emergency evacuation procedures up to date and communicated to all building users.
* Managing access and security, communicating with alarm provider, coordinating key holders and accepting deliveries.
* Overseeing cleaning and stationery budgets- ordering supplies and ensuring spaces maintained to high standards.
* Quickly arranging repairs and resolving maintenance issues.
* Replenishing first aid kit.
* Updating the building inventory.
* Submitting monthly utilities readings.

**Other Duties**

* To be a key holder, regularly opening and securing the building – including out of office hours on occasion.
* To comply with relevant WHALE Arts policies.
* To undertake any relevant training in relation to the post.

*Job descriptions cannot be exhaustive and the post-holder may, from time-to-time, be required to undertake other duties, which are broadly in line with the above key responsibilities.*

**Essential Skills**

* Excellent customer service skills including telephone skills, dealing with in person enquiries, assisting people with additional needs and occasionally dealing with challenging behaviour.
* Displays in-depth knowledge, understanding and demonstrable skills in managing/curating social media platforms, including Instagram, Twitter, Facebook and photosharing.
* Operating office equipment especially photocopier, franking machine, laminator.
* Competent with Microsoft Office programmes especially Word and Excel, e-mailing and internet.
* Ability to create and manage computer database systems.
* Ability to create and manage paper filing systems.
* High standard of written and spoken English.
* Basic understanding of Health and Safety issues in community spaces.
* Ability to work in a team and also self-motivate without supervision.
* Excellent timekeeping.
* Excellent communication and people skills.
* An understanding of community arts.

**Desirable Skills**

* Knowledge of local area, community and services.
* Experience of working in a community organisation.
* Experience of dealing with trades/contractors.
* Experience of producing programmes, posters and flyers using Adobe Suite.
* Experience of building e-mailouts using mailchimp.
* Experience of distributing press releases and developing a press list.

This is a varied administrative role however there is potential for the successful applicant to develop and progress within the organisation in the future with more focus on communications or facilities alongside front of house administration depending on performance within the first six months.

**Application Process:**

Apply in writing or by email, enclosing/attaching:

* An up to date CV detailing relevant education and employment experience. No longer than two pages.
* A covering letter demonstrating how your skills meet the Essential and Desirable Skills criteria of the job description. No longer than one page.
* Details of two referees, including your most recent employer.

Applications should arrive at WHALE Arts Agency **no later than midday on Friday 17th August**. Late applications will not be considered.

Interviews will take place at WHALE Arts on **Wednesday 22nd August.**

The successful candidate will be appointed to the role subject to confirmation of PVG Scheme Membership.

**Contact Details:**

Kate Griffin

Creative Programme Manager

WHALE Arts

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[www.whalearts.co.uk](http://www.whalearts.co.uk)

**About WHALE Arts**

Since being set up by local people in 1992 WHALE Arts has firmly established itself as the cultural anchor organisation for Wester Hailes. As a community-led arts charity and social enterprise, WHALE Arts’ mission is to be the creative heart of a vibrant, thriving community.

WHALE acts as a conduit between our community and creative opportunities through the direct delivery of projects, programmes and events and by connecting our community with city and national cultural partners.

We are based in the purpose built WHALE Arts Centre – ‘The WHALE’ – a unique community asset that provides a range of high quality creative spaces for our community. ‘The WHALE’ operates as a social enterprise allowing us to generate income that supports our charitable work.  Our social enterprises include the WHALE Pod, office, training and conference facilities.