

Job Description: Company Administrator

Purpose of the post:	To undertake the day-to-day administration of the organisation's operational activities, working closely with the General Manager
Responsible to:	General Manager
Contract:	Full time (35 hours per week), permanent contract; 25 days paid holiday plus public holidays in England
Salary:	£17,230 per annum
Based at:	People Dancing Offices, Leicester with occasional business travel within the UK as required
Safeguarding:	The post is not subject to a Disclosure and Barring Service check
Key internal relationships:	General Manager, Programme Administrator, Programme Coordinator, bookkeeping support supplier
Key external relationships:	Service users and customers; external suppliers and partners.

Responsibilities and accountabilities:

Organisational administration

- Provide a telephone reception service, responding to enquires and requests for information and forwarding incoming calls and messages to other staff as appropriate
- Manage enquiries to and responses from the organisation's general email address(s)
- Operate the post in and out systems, and take responsibility for deliveries and collections
- Service internal and external meetings; organise meeting rooms and conference calls, distributing papers, making travel and accommodation arrangements for staff etc.
- Maintain office supplies and facilities; oversee service and maintenance agreements for office equipment and liaise with IT support suppliers as appropriate
- Operate organisational filing and storage systems, ensuring they are up to date and accurate, fit for purpose and compliant with organisational policies
- Maintain office diary and other systems that support effective internal communications
- Produce and distribute notes/minutes from monthly Team Meetings
- Provide administrative support for events and activities, attending events as required
- Support the General Manager and other staff with the administration of the organisation and its operation as required.

Customer services

- Respond to and service requests for information by users and customers e.g. Disclosure and Barring Service packs, membership information, book sales etc. and assist generally with the distribution of information from the organisation
- Receive and process applications for online learning programmes, keeping accurate records of sign-ups, issuing of passwords to users and responding to enquires from learners about accessing and using the system
- Assist with processing bookings for events, courses etc and membership joining, and renewals as required

- Maintain accurate customer data records in line with organisational procedures, including inputting data on behalf of other team members when needed
- Process customer payments and maintain records in line with organisational systems.

Financial administration

- Carry out day-to-day financial administration, using the organisation's accounting systems (software and paper files; training provided) including recording purchase orders and payments made; recording payments received, issuing sales invoices & receipts
- Manage the petty cash system and produce a monthly reconciliation report
- Undertake banking of cheques and cash
- Maintain company credit card records, in association with card-holders
- Prepare quarterly sales reconciliation reports for online learning programmes and other products/services as required
- Pursue late payments from customers
- With the General Manager, provide information and system reports to assist with the preparation of monthly management accounts and other financial reporting as required.

Organisational development (common to all staff at People Dancing)

- Contribute to the efficiency and effectiveness of current information and communication technology systems and the development and implementation of new ones, as appropriate
- Occasional attendance at People Dancing external events
- Participate in the organisation's Staff Development and Appraisal schemes
- Implement where required the organisation's Health and Safety policies
- Carry out duties with an understanding of, and commitment to, the organisation's Equal Opportunities policy and strategies
- Undertake whatever other duties may be necessary to help achieve the purpose of this post and the mission of the organisation.

March 2019

The experience, skills, knowledge and attitudes required for this post

Experiences and attitudes	Essential	Desirable
Relevant experience of working in an administrative capacity, ideally providing support to a small team	X	
Some relevant work experience, paid or unpaid, of working within arts, arts-related, educational or voluntary sector organisation		X
Experience of customer-facing work, paid or un-paid		X
Ability to learn quickly, willingness to deploy new skills and knowledge	X	
Awareness of and commitment to equality of opportunity and issues of diversity	X	
Ability to adapt working style to people and groups from diverse backgrounds and cultures	X	
Money handling and processing financial transactions	X	
Willingness and ability to 'get involved' with a broad range of tasks	X	
Skills		
Excellent oral and written communication and presentational skills; the ability to collate and present information from a variety of sources clearly and to a high standard	X	
Ability to establish/operate systems for organising information and contacts, such as mailing lists and databases	X	
Excellent levels of accuracy, detail and organisation in execution and presentation of work	X	
Ability to manage multiple priorities and meet deadlines	X	
Excellent office/administration skills including literacy with Microsoft Word and Excel	X	
Knowledge		
Interest in and basic knowledge of the arts in the UK		X
Knowledge of the UK dance scene and arts funding system; understanding of community and participatory dance		X
Awareness of the Data Protection Act & GDPR		X
Qualifications		
A good standard of general education, including English and Maths GCSE or equivalent	X	
Higher qualification or equivalent in a related subject		X

Terms of Employment

- Salary:** £17,230 PA, paid mid-month by BACS
- Paid holiday:** 25 days PA, plus Public Holiday days
- Contract:** Permanent
- Start date:** Immediately
- Probation:** Two-month probationary period.
During this side notice is one week by either party
- Notice:** One month after probation
- Travel:** Might be required to undertake limited travel within the UK, out of pocket expenses reimbursed
- Location:** People Dancing office in central Leicester

How to apply

Send (by post or email) a copy of your CV together with a covering letter of up to two pages of A4 outlining your suitability for and interest in the post to:

Emma Hayes
General Manager
People Dancing
LCB Depot
31 Rutland Street
Leicester LE1 1RE

emma@communitydance.org.uk

Application deadline: noon 17 April 2019

Interview dates: week beginning 23 April 2019

Short listing and interviews:

If you have any particular access requirements to assist you to take part in an interview, should you be short listed, please let us know.

Short listing will be based on the information you send to us, and the job description and person specification, and will be conducted in accordance with People Dancing's Equal Opportunities Policy.

Information from the Equal Opportunities Monitoring Form will not form part of the short-listing procedure. All applications will be treated in the strictest confidence.

We will invite short listed applicants to attend an interview at our offices in Leicester. If you are successful in being short listed, we will aim to notify you of this on Thursday 18 April.