



ARTS ADMINISTRATOR & VENUE / EVENTS COORDINATOR JOB PACK



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What's interesting about Global Grooves is it looks across all the art forms on an equal level. The maturity of the company is around working with those different art forms and getting experts in each of those. That's the richness that you get with Global Grooves

Angela Chappell, Arts Council England

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JOB DESCRIPTION

Job title:	Arts Administrator & Venue / Events Coordinator
Salary:	£24,785 – £30,000 per annum, dependent on experience
Hours:	Full-time, 37.5 hours per week. We are open to discussing a 4-day working week on a pro-rata basis for the right candidate
Responsible to:	Global Grooves Senior Management Team (SMT)
Responsible for:	Coordinating freelance workforce logistics; supporting sales and bookings processes; assisting with venue administration
Contract:	Minimum 12-month fixed-term contract, with the possibility of extension
Location:	The Vale, Unit 2 Vale Mill, Micklehurst Road, Mossley, OL5 9JL
Working Hours:	General office hours are 09:00–17:00, with occasional evening and weekend work for events
Travel & flexibility:	Occasional overnight stays may be required during event delivery periods. Flexible working arrangements or part-time options may be considered
Probation period:	Six-month probation period with bi-monthly reviews
Annual leave:	20 days per year plus bank holidays, with paid closure between Christmas and New Year. Pro-rata for part-time hours

Main Purpose of the post

Global Grooves is a leading creative organisation working with communities to produce high-quality cultural projects, performances and participatory programmes across the UK and beyond. Our home, The Vale, is a vibrant cultural venue and creative centre in Mossley. It is a place where workshops, rehearsals, performances, community events and venue hires take place alongside the work of several organisations who share the building as part of a supportive creative ecosystem. The Vale is a place where a warm welcome and positive energy make a real difference, and we are looking for someone who brings strong organisation skills alongside a friendly, proactive and people-centred approach.

We are looking for an organised, motivated and confident individual to support and help develop the administrative and sales hub that underpins this activity. You will play a key role in coordinating the steady flow of venue enquiries, bookings, project information and event logistics that help both Global Grooves and The Vale run smoothly. This includes supporting client and participant communications, preparing quotes and information packs, and helping progress bookings from enquiry to confirmation, while ensuring a positive and professional experience for everyone who engages with us.

You will work closely with project managers, lead artists, the Senior Management Team and the Board, gaining valuable experience across venue coordination, arts administration and cultural project delivery. The role also includes occasional support for a wide range of stakeholders connected to The Vale, including the organisations based here, visiting artists, community groups and project partners, reflecting the collaborative and interconnected nature of our creative hub.

This is an exciting opportunity to join a small but ambitious team producing distinctive, values-led work with communities and artists. If you enjoy a varied workload, communicate well with a wide range of people and want to develop your skills within a respected and evolving arts organisation and venue, we would love to hear from you.

DUTIES & RESPONSIBILITIES

The role spans several interconnected areas of activity across Global Grooves and The Vale. The balance of duties will vary throughout the year depending on project cycles, venue activity and organisational needs.

Administration & Communications

- Act as a friendly and professional first point of contact for enquiries in person, by phone and by email, supporting Global Grooves and the organisations based at The Vale.
- Manage shared inboxes, office calendars and schedules, ensuring information is organised, up to date and accessible.
- Maintain and update CRM and database records, ensuring accurate data capture for bookings, participation, monitoring and evaluation.
- Support the Senior Management Team with diary coordination, meeting preparation, minute-taking and agreed follow-up actions.
- Prepare documents, reports and information packs as required to support programmes, meetings and operational planning.
- Support internal communications and general office administration, helping maintain an efficient, welcoming and well-organised working environment.

Bookings, Sales & Client Liaison

- Support the administration and development of our bookings and sales hub, coordinating the flow of venue, workshop, project and event enquiries.
 - Respond to enquiries professionally, prepare quotes and information packs, and help progress bookings from initial enquiry through to confirmation.
 - Provide excellent customer service to hirers, clients, partners and participants, ensuring clear communication throughout the process.
 - Prepare booking agreements and related paperwork, ensuring information is accurate and aligned with internal processes.
 - Prepare and process invoices for bookings and hires, ensuring accurate information is shared with the finance team and logged appropriately.
 - Maintain strong relationships with existing clients and stakeholders, and support outreach and sales activity as required under the direction of the SMT and project managers.
 - Work collaboratively with project managers and artists to ensure bookings are resourced, scheduled and delivered to a high standard.
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DUTIES & RESPONSIBILITIES

Venue Coordination (The Vale)

- Coordinate space bookings for rehearsals, workshops, performances, meetings, community hires and in-house activity.
- Liaise with staff, artists, facilitators and hirers to ensure room layouts, equipment needs and access arrangements are understood and planned in advance.
- Support the day-to-day running of the venue, helping ensure spaces are prepared, welcoming and functional.
- Maintain venue administration systems including schedules, hire documentation, inventories and shared calendars.
- Facilitate venue tours for prospective hirers and partners, helping promote The Vale as a creative and community venue.

Project & Event Support

- Support the planning and delivery of Global Grooves projects, workshops and events, both at The Vale and off-site.
 - Assist with logistics including equipment, materials, travel, accommodation and schedules.
 - Provide on-site support during events, ensuring the smooth delivery of sessions, performances or project activity.
 - Help gather monitoring information, feedback and evaluation data for reports to funders, partners and the SMT.
 - Contribute to the preparation and implementation of project documentation, risk assessments and event plans under the guidance of project managers.
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Workforce, Stakeholder & Board Support

- Support coordination of the freelance workforce, including scheduling, communication, information sharing and logistical planning.
- Prepare artist or contractor agreements, organise resources and assist with practical arrangements such as accommodation where required.
- Support communication with visitors and stakeholders connected to The Vale, including the organisations based in the building, community groups, partners and artists.
- Assist with Board administration including preparing and distributing papers, booking meeting spaces, attending meetings where required and taking minutes.
- Help maintain effective communication between staff, SMT, freelancers and stakeholders to support a collaborative and well-connected working environment.
- Support and coordinate volunteers across Global Grooves and The Vale, including assisting with recruitment, inductions and general communication.

Team Contribution

- Contribute to organisation-wide activity across The Vale and Global Grooves, including occasional practical support such as setting up spaces or organising resources for events and bookings.
- Support colleagues with general tasks during busy periods and event delivery seasons, helping foster a positive, proactive and team-oriented culture.

Undertake any other reasonable duties in line with the nature of the post, as agreed with the Senior Management Team.

Training and support will be provided as needed, and the post holder will have opportunities to develop confidence and skills across different areas of the role.

Timeline

All applications must be received by **midnight 13th January 2026**

Applicants informed if they are invited to interview by Thursday 15th January 2026

Interviews will take place on **Wednesday 21st and Thursday 22nd January 2026**

Applicants informed of the outcome of their interview by Monday 26th January 2026

PERSON SPECIFICATION

The successful candidate will be a well-organised, friendly and proactive individual who enjoys working with people and contributing to a positive and collaborative environment. The following skills, experience and qualities are essential or desirable for the role.

ESSENTIAL

Skills and Attributes

- Highly organised, with strong attention to detail and the ability to manage multiple priorities calmly and effectively.
- Friendly, approachable and confident when dealing with a wide range of people in person, by phone and by email.
- Positive, proactive attitude with the enthusiasm to contribute to a warm, welcoming and energetic environment at The Vale.
- Strong written and verbal communication skills, with the ability to adapt tone and style for different audiences.
- Ability to work both independently and as part of a team, using initiative and asking for support when needed.
- Good problem-solving skills and the confidence to respond to unexpected challenges in a practical and solution-focused way.
- Commitment to high-quality customer service and a people-centred approach.

Experience

- Experience in an administrative, customer-facing or coordination role in an office, cultural, community, hospitality, education or similar environment.
 - Experience managing enquiries, bookings or customer interactions in a professional setting.
 - Experience coordinating diaries, schedules or shared information systems.
 - Experience maintaining records, databases or CRM systems.
 - Experience supporting projects, workshops or events in some capacity.
 - Experience carrying out basic finance administration such as preparing or processing invoices
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Knowledge

- Good working knowledge of Microsoft Office or Google Workspace tools.
- Understanding of professional email communication, document formatting and office procedures.

Desirable

- Experience working in an arts, cultural, heritage, venue or community-based organisation.
- Experience supporting sales processes, such as preparing quotes, following up enquiries or liaising with clients.
- Experience coordinating freelancers, contractors or visiting artists.
- Experience supporting Boards, committees or governance processes.
- Knowledge of basic event logistics such as room set-ups, equipment needs or session planning.
- Familiarity with CRM systems such as Artifax, Salesforce, Capsule or similar.
- Knowledge of or interest in the arts, cultural engagement or community-focused creative activity.

Personal Qualities

The ideal candidate will demonstrate:

- A warm, welcoming manner and genuine enjoyment of working with people.
 - Enthusiasm, positivity and the ability to contribute to an energetic team culture.
 - Flexibility and willingness to support colleagues during busy periods.
 - Pride in maintaining a tidy, organised and well-functioning workspace.
 - A commitment to equity, inclusivity and representing Global Grooves' values.
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ABOUT GLOBAL GROOVES & THE VALE



Unit 2 Vale Mill, Mossley, OL5 9JL

Global Grooves is a leading creative organisation based in Tameside, working with communities locally, nationally and internationally to produce high-quality cultural projects, performances and participatory programmes. Our work brings people together through creativity, collaboration and cultural exchange, and spans Carnival arts, outdoor performance, training, youth leadership and community engagement.

Our programmes support artists, young people and communities to develop skills, explore global artistic traditions and create ambitious work that celebrates diversity, imagination and shared experience. We collaborate with partners across the UK and overseas, and are known for our commitment to inclusive practice, creative excellence and meaningful community impact.

The Vale, our home in Mossley, is a vibrant cultural venue and creative centre housed within a historic mill. It is a place where artists rehearse and collaborate, where community groups meet and learn, and where workshops, performances and events take place throughout the year. The building is shared by a small ecosystem of cultural and creative organisations who contribute to a lively and supportive working environment.

The Vale combines the feel of a welcoming community hub with the drive and ambition of a growing creative destination. On any given day you might find artists building puppets, young people learning new skills, rehearsals for a touring performance, a community sewing session, or a live gig loading in. It is a dynamic, friendly and ever-evolving space where people and ideas meet.

Together, Global Grooves and The Vale offer a unique working environment — creative, people-centred and full of energy — where no two projects are the same and where staff play an important role in shaping the experience of everyone who walks through the door.
