



# ARTS ADMINISTRATOR - 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

<b>Job title:</b>	<b>Arts Administrator</b>
<b>Salary:</b>	<b>£21,000 per annum. 5 days (37.5 hours) *per week.</b>
<b>Responsible to:</b>	<b>Global Grooves Senior Management Team (SMT).</b>
<b>Responsible for:</b>	<b>Freelance workforce, sales, bookings venue administration</b>
<b>Contract:</b>	<b>Minimum 12 month fixed term contract. Extension possible.</b>
<b>Location:</b>	<b>The Vale, Unit 2 Vale Mill, Micklehurst Road, Mossley, OL5 9JL.</b>
<b>Hours:</b>	<b>General office opening hours are 09.00 – 17.00, but evenings and weekends will occasionally be required at specific events.</b>
<b>Travel &amp; flexibility:</b>	<b>Sometimes overnight stays may be required, particularly during event delivery times. We would consider amending this post to suit flexible working hours.</b>
<b>Probation period:</b>	<b>Bi-monthly reviews, 6 month probation.</b>
<b>Approximate activity breakdown:</b>	<b>40% General Administration, 10% PA duties, 40% Sales and bookings management, 10% project and events management.</b>

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## Main Purpose of the post

Global Grooves is seeking an organised, highly motivated and dedicated individual to help develop the administrative and sales hub of the company. The successful candidate will be working on a fixed term, full time contract providing services across our busy inbound events/project bookings workflow, including negotiating sales. The Arts Administrator will also provide occasional support to the other partner arts organisations based at The Vale (please see supporting document 'About Global Grooves' for further detail). The role would be ideal for someone who is looking to gain a wide range of different experiences in the arts and cultural sector, as it involves working closely with our teams of project managers, lead artists, SMT, and the board of directors.

Work will be varied and meet the needs of a rapidly growing and developing organisation including: liaison with artists and diary management on behalf of Global Grooves and partner businesses; support of venue operations with the coordination of space hires and events; support to the project managers with the promotion and sales of programmes as required; assistance with the implementation and set up of projects and events; PA duties to SMT/Board; sales and client management; Database and Customer Relationship Management (CRM), and general office management.

This is an exciting opportunity for a keen individual with a passion for the arts and excellent organisational and administrative skills. This is an involved and important role in a small but very busy emerging arts centre. The Arts Administrator will need to be a self-starter, with the initiative to manage their own workload and the drive to get the job done to a high standard, sometimes under pressure (whilst support is available during a settling in/transition period). They should be committed to helping to grow the consortium of organisations, and in return we can offer responsibility, opportunities for development, and a creative and friendly working environment.

# JOB DESCRIPTION

*We recognise that this is an extensive Job Description; support and/or training will be given if required and we are willing to consider shaping the role to suit the individual.*

## 1. General Administration

The Arts Administrator will be the main point of contact for external enquiries into Global Grooves HQ 'The Vale'. They will be responsible for the successful running of the office environment, spaces and first contact for all enquiries via phone, email, and face to face.

Duties may include;

- Servicing the office and ensuring that necessary resources and environment is in place to conduct effective business.
- Taking / screening calls for all organisations and directing / handling the call appropriately.
- Helping to plan and prepare for events on and off site.
- Managing email enquiries, main company inboxes and social media enquiries.
- Following up on bookings and programmes to gather feedback from stakeholders and clients.
- Database and CRM Management (Artifax - training will be provided).
- Administrative support for project managers and SMT including some diary / meeting management.
- Collecting and reporting on participant demographics and monitoring.

### 1a. PA duties to Global Grooves' SMT

**Helping to coordinate some SMT diary tasks, screening calls, emails and workflow.**

Duties may include;

- Shared online diary management.
  - First point of contact by telephone.
  - Minuting and follow up of client / funder meetings.
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# JOB DESCRIPTION

## 2. Events Bookings and Sales

The Vale's office is an exciting and busy place of work. Each organisation in the network will be working towards sustainability through traded income and sales of products and services. The Arts Administrator will be responsible for the sale and negotiation of many of our core products and services from first contact to completion (with support where required).

Duties may include;

- To learn about and understand in detail the core products and services of the organisations based at The Vale and The Vale itself.
- To learn about and understand in detail the core values and 'brand' of the organisations based at The Vale.
- Supporting sales and communications providing detailed information, quotes, preparing offers, project pitches, contracts and tenders via phone, email and in Person (with support from colleagues).
- Seeing sales / commissions through from conception, to pitch, closing the deal and completion, including project managing some regular activity (with support).
- Identifying and pitching to new clients / schools / partners in collaboration with project managers.
- Strengthening relationships with our current clients.
- Managing bookings and sales database and following up on enquiries and leads.
- Where appropriate writing and creating compelling copy / pitches to support the sale of products and services (support will be provided).
- Following up live enquiries and opportunities identified.
- First point of contact by telephone and email.
- Minuting and follow up of client / funder meetings.
- Processing invoices and managing general finance tasks.

## 3. Nurturing relationships with freelancers and volunteers

As you will be following many enquiries from first contact to delivery you will also be working closely with our inter/national freelance workforce and communications between them and clients.

Duties may include;

- Artists liaison.
  - With support drafting contracts and other employment documentation.
  - Providing a first point of contact for contractors working on projects.
  - Coordinating an inter/national team of freelance artists to deliver on various projects and workshops.
  - Scheduling the workforce, arrangements for workshops and events inter/nationally.
  - Arranging accommodation and resources for freelance workforce.
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# JOB DESCRIPTION

## 3. Nurturing relationships with freelancers and volunteers continued..

- Scheduling and arranging sick and holiday cover for freelance artists.
- Managing expectations between our freelance team and clients.
- Supporting volunteers, updating volunteering schedules and volunteer databases in collaboration with the Volunteer Coordinator.
- Building and strengthening relationships with new and existing artists.

## 4. Supporting the Board of Trustees at Global Grooves

**Global Grooves is the lead organisation behind The Vale. We will be working over the next 12 months to strengthen and develop our governance and The Board. The Arts Administrator will support this process by helping to service the board supported by Global Grooves SMT.**

**This will be a shared role with other staff.**

Duties include;

- Organising and distributing Board papers and circulating documents and information.
- Booking suitable spaces for Board / Trustee meetings, attending meetings and taking, producing and circulating minutes (training provided).
- Managing board member diaries and following up on outstanding actions.

## 5. Project management and events delivery

**One of the most rewarding and exciting elements of working in the arts is the delivery of creative events. At The Vale this is a full team effort with everyone chipping in where necessary, particularly on our larger programmes of work and events in house. The Arts Administrator will from time to time help with the delivery of these events and programmes.**

Duties may include;

- Assisting with the project management and coordination of selected creative programmes and supporting other project managers in their work.
- Some hands on project management/delivery/coordination 'out of office' at events and commissions.
- When necessary joining project / events / artist teams on site to ensure the smooth running of our programmes.
- Assisting project managers in collating monitoring, audience and evaluation data from projects and producing quarterly data reports for stakeholders and funders.
- Contributing to stakeholder / funder reports.
- Assisting with the set up and pack down of events and events spaces.

## 6. In-house hire and booking coordination

The Vale is a developing arts and cultural centre with a current focus on increasing external hires, in house events and creative project delivered from The Vale. The Arts Administrator will help to support this development in collaboration with The Vale's General Manager to ensure that adequate resources are in place to support this growth.

Duties may include;

- Managing The Vale's space diary including the booking of resources and workforce such as cleaning, venue staff and equipment.
- Managing space usage for external bookings, artists and in-house projects including the creation of proposals and quotes.
- Conducting tours of the building for new and existing partners and clients.
- First point of contact for The Vale via email, telephone and social communications.
- Opportunity to manage events (training provided)



## ESSENTIAL REQUIREMENTS

- Proven administrative experience, gained through employment or voluntary positions.
- High-level of organisational skills with the ability to demonstrate how you have managed multiple, time-sensitive priorities in the past.
- Experience of managing online and email communications.
- A passion for communicating with others.
- Excellent computer skills, including Excel, Word and the ability to use (or learn to use) a Mac.
- Technically savvy with the ability to adapt to new software and online platforms.
- Experience (or willingness to learn about) updating websites, including basic knowledge of Wordpress.
- Ability to contribute constructively to team meetings.
- Excellent writing skills, with good grammar, attention to detail, understanding of brand values and the ability to tailor copy/writing for different audiences and purposes.
- Confidence in pitching and selling to customers authentically via email, over the phone and sometimes face-to-face.
- Ability to work under pressure on a variety of varied jobs.
- Highly organised, self-motivated, with the ability to take the initiative and undertake other duties as reasonably required in order to deliver work to a high standard.
- Commercial acumen and an understanding of the drivers affecting small creative industries.
- A willingness to travel and work occasional evenings and weekends for events.
- A friendly, confident and professional demeanour, with the ability to build good relationships with colleagues, customers and partners.
- A passion for the arts, culture and creativity.
- A sense of humour and enjoyment in work.

## DESIRABLE EXTRAS

(ie. These skills would be a bonus but aren't essential)

- An artist working in any discipline / someone interested in the arts.
  - Experience of fundraising.
  - Experience in events marketing.
  - Knowledge of using Adobe InDesign and Photoshop to layout print materials.
  - Basic HTML skills.
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## ABOUT GLOBAL GROOVES

Since 2003, Global Grooves has brought inspirational Carnival practice from around the world into communities across the north of England and internationally. We are passionate about embracing authentic, diverse art forms with integrity and respect, and to developing a distinctive UK Carnival aesthetic.

Our mission: to unite and empower individuals and communities through opportunities to experience and create inspirational art: in particular diverse music, dance, visual arts, and Carnival. Our three core aims:

- A. Strengthen and invigorate the Carnival sector; increase quality, distinctiveness and reach, so that more people can experience inspirational Carnival arts.
- B. Bring together people of all backgrounds (including artists at every stage of their careers) to experience and progress in high quality Carnival arts practice; through those experiences connect, share ideas, support each other, build stronger networks.
- C. Create opportunities for professional artists to make ambitious and inspirational Carnival, in and with communities (including visual arts, music, dance).

Global Grooves is a small social enterprise with a turnover of approximately £500,000 per annum.

## About The Vale

The Vale is a unique community arts centre and creative hub home to several arts organisations and creative industries that deliver incredible work locally, regionally, nationally and internationally.

Founded by Global Grooves in 2012, The Vale is a fantastic, friendly and community-focused arts and learning space in Mossley. Sited in a refurbished mill unit, our multi-use spaces offer our local community a high quality and regular programme of events and one off performances. If it's losing yourself in a classic film event in our 90 seat cinema, enjoying family film time, learning creative skills, making music or buzzing from the energy of unique local and international live music and theatre events, there's something for everyone to enjoy. We believe the arts are for everyone and we're passionate about sharing.

The Vale is much more than a venue. It's the heartbeat and home to some of the northwest most inspirational cultural organisations that all operate under one roof, in harmony and partnership. This network of organisations include:

### **Bangdrum CIC;**

Bangdrum is a national, creative education social enterprise that has been offering arts and cultural services to schools, higher education and communities for over 20 years. We offer cultural adventures that take children and communities on a journey of world music, dance and Carnival arts. Bangdrum believes it's in our common interest to connect communities to wider cultural influences and to open up their world through high quality workshops and programmes for all ages.

**Drum Jam Ltd;**

Drum Jam is a national corporate team-building organisation that uses creative arts and rhythm to build stronger teams within businesses. We offer a wide range of team-building programmes delivering the majority of our work in the South of England.

**Cabasa CIC**

Cabasa CIC is a leading UK Carnival arts organisation, producing large scale, spectacular outdoor work, which keeps the community at its heart. Cabasa has been delivering high-quality Carnival creations in the Northwest for the past 20 years, providing a unique and innovative approach to street art and continuing to develop the art-form in the region.

