



Administration Officer Role Profile

Overall Purpose:

To manage the general office and perform Centres' administrative duties.

Context:

As the Newbiggin Arts Centre (NAC) is a new and continually evolving organisation, there is a need for the Administration Officer to work with the Trustee – Administration, other members of the Trustee Board and Committee members to develop new systems and processes to ensure the NAC runs efficiently and effectively.

There is much scope for the role holder to develop more efficient ways to run the office and manage the administrative duties. The Administration Officer must have strong organisational and communication (both verbal and written) skills to ensure the NAC team understands the procedures/guidelines they need to follow.

Key Accountabilities

Office Administration

- Respond to enquiries from members - email, landline, mobile
- Respond to enquiries from potential members - email, Facebook, Google, landline, mobile, etc.
- Maintain NAC filing systems (computer and physical)
- Take minutes of Committee meetings; transcribe and distribute (Mailchimp)
- Distribute newsletters (via Mailchimp) and other communications
- Manage utilisation of studios, including point of contact for potential users
- Maintain and update a chart for cover of weekend opening. When no volunteer can be identified, provide the appropriate cover themselves to ensure the Studio is open from 10 until 4 Saturday and Sunday
- When covering weekend opening, welcome and engage with visitors, take payments for any sales (paintings or shop supplies) and lockup at the end of the day
- Provide administrative support to the Trustees, Committee members and the volunteer team as required

Class & Club Support

- Manage cover for all classes and clubs - in the event of a tutor's absence, arrange for cover - this would be provided by volunteers and/or role-holder themselves or may require contacting participants in the event the Centre needs to be closed
- Manage class registration - create and maintain wait lists and contact participants when spaces become available
- Transfer participants' details from attendance sheets to master contact list (Mailchimp, laptop and SharePoint)
- Maintain and update wall planners for each location, showing when centres are in use and by whom
- Manage attendance sheets - produce for three months in advance
- Provide support to tutors and session leaders as required

Records Management

- Manage contact details of Trustees and committee members
- Maintain master contact list (laptop and SharePoint) and Mailchimp distribution list
- Maintain register of Volunteers, their areas of interest, experience, etc.
- Maintain schedule of exhibitions to be held at Front Street

Building Maintenance

- Oversee stock and order art materials, shop supplies, cleaning supplies, refreshments, etc. as needed
- Ensure materials and supplies are kept well-stocked, with established procedures in place for all volunteers to follow
- Ensure premises are kept clean, tidy, and free of safety hazards, liaising with appointed cleaner, as required
- Manage cover for any work being carried out by contractors at either of the Centres (Front Street and Gibson Street)
- Maintain contracts for buildings/utilities; manage contractual interface with landlord and utilities suppliers
- Sign for and move mail & deliveries into office, open if required, and check against delivery note and retain/file note

Essential Skills and Behaviours

Excellent organisation, communication and customer service skills are essential for this role. The role-holder must be able to work autonomously and resourcefully, working with a diversity of stakeholders.

Organisational Skills

- Ability to develop and maintain accurate and timely reporting systems and processes
- Experienced at setting up and managing digital and physical filing systems
- Able to manage session and event timetables, ensuring nothing 'falls through the cracks'
- Excellent time management; keeps to deadlines and ensures newsletters, minutes, and other forms of communication to stakeholders are sent out on time
- Ability to manage multiple tasks with limited supervision

Communication

- Strong communication skills, both verbal and written
- Practices attentive and active listening; has the patience to hear people out
- Is able to write clearly and succinctly in a variety of communication settings and styles

Customer Service

- Dedicated to meeting the expectations and requirements of participants and other stakeholders; acting with customer and community needs in mind
- Understands everyone is a customer; sees the issues from other's perspective and escalates concerns appropriately
- Acts proactively in identifying opportunities for the NAC to improve the way it provides service to its stakeholders, i.e. improve efficiency

Functional and Technical Skills

Essential

- Experience of working with Microsoft Office, including Microsoft Excel and general office systems
- Experience of working with spreadsheets/databases and data entry, including the ability to maintain and improve digital filing systems
- Accuracy and attention to detail

- Experience in supply management and inventory control
- A commitment to promoting inclusivity and diversity
- An understanding of confidentiality and the ability to deal with information of a highly personal and sensitive nature
- Ability to work both within a team and on own initiative
- Willingness to work in a flexible and adaptable manner, with the ability to thrive in a fast-paced environment
- Knowledge and experience in the use of social media

Desirable

- An understanding of how art and creativity can support mental health and wellbeing
- Experience of working in a similar charity-based role
- Creative thinking and problem-solving skills, with the ability to generate innovative ideas and solutions.
- Experience with the use of Microsoft 365 and SharePoint
- Experience of managing and maintaining IT systems
- Experience of updating websites (using Wordpress)

Working Arrangement

This is a 25 hour a week role with the days and hours to be determined and agreed based on the organisational and role-holder's needs.

This is a three-year fixed term contract with a six-month probationary period

The salary range is from £18,000 to £20,000 based on experience and skills

We offer 28 days annual leave, including statutory holidays

This role will report to the Deputy Chair, Administration Trustee, but will also provide support to the Chair, Board of Trustees, and Volunteers as required

More extensive (but not necessarily exhaustive) description of the proposed tasks to be performed are given at:

<https://newbigginartscentre.org/wp-content/uploads/2024/04/Administration-Officer-Proposed-Detailed-Tasks-Draft.pdf>

Newbiggin Arts Centre is a registered charity, number 1163002
Funded by The National Lottery through The National Lottery Community Fund