**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** Business Administration Assistant – 1 Year Fixed Term Contract | **Grade**: SSA Scale 5 |
| **Section:** ECS Culture (Arts) | **Directorate:** Environment and Community Services  |
| **Responsible to following manager:** Business Coordinator  | **Responsible for following staff:**None |
| **Post Number/s:** | **Last review date:** February 2023 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

The Environment and Community Services Directorate is divided into four divisions and this role, is part of the Arts service which sits in the Culture division alongside Parks and sports.

The post holder will work closely with staff from across the council, within the arts service, partners, members of the public and members of outside organisations.

The vision of the Richmond Arts Service is to foster creativity and enjoyment of the arts, enable people to reflect on their lives and develop new ways of seeing the world. We bring thought-provoking art to the Borough and cultivate a network of individuals, organisations and programmes that nourishes the arts, local organisations and communities.

The Business Administration Assistant is responsible for providing administrative support to facilitate the day to day operation of commercial activity at Orleans House Gallery.

The role requires staff members who have experience of providing administrative services, excellent organisational and time management skills, attention to detail, enjoy dealing with the public and can work on their own initiative as well as part of a team. They should have the ability to work within agreed operational procedures.

**Specific Duties and Responsibilities**

The post holder will report to the Business Coordinator, working closely with the Front of House team and Events Officers (casual).

The Business Administration Assistant is responsible for supporting the day to day administrative operations of commercial hires and events in order to provide a high quality service to hirers. This will include liasing with hirers and creating event schedules, responding to enquiries in a timely and efficient manager, requesting and tracking scheduled payments, helping to create hire documents, keeping website listings up to date and posting social media and web content in order to market commercial opportunities.

Post holders will

1. Liaise with hirers and vendors in advance of events to create comprehensive on the day schedules, to be shared in a timely manner with Events Officers, Front of House colleagues and the Business Co-ordinator. Ensuring that hirers are aware of all relevant terms and conditions and escalating any potential conflict or concern to the Business co-ordinator where necessary.
2. Create all relevant on the day signage and schedules, to be printed and disseminated to relevant parties in advance of events.
3. Respond to and track enquiries relating to hire of the spaces at Orleans House Gallery in an agreed timeframe. Monitoring and reporting KPI’s when requested.
4. Review and maintain hire documentation and FAQ’s, updating with necessary changes as and when required.
5. Review and update external advertising listings on a regular basis to ensure information is relevant and accurate. In addition, identifying new potential listings and opportunities for publicty where available.
6. Process booking paperwork, including booking forms, deposit payments, balance requests and confirmations. To keep an accurate, secure and efficient record of these bookings in line with relevant operating procedures.
7. Create and schedule regular social media content as agreed with the Business Co-ordinator.
8. To maintain a channel of communication between hirers, the Operations Team and the Business co-ordinator. Escalating potential scheduling conflicts or concerns in a timely manner.
9. To work with the gallery staff as part of a team and communicate with colleagues effectively.
10. To work flexibly across the directorate and provide support and cover to other staff as required.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information:** This is a one year fixed term contract for 2.5 days per week.

This role will require an up to date emergency first aid qualification. This training could be supplied after appointment to the post. Other role specific health and safety training will also be given.

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by** **A**  **&** I**/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Knowledge of operational systems that enable the smooth delivery of services | A |
| **Experience**  |
| Experience of working in a public facing role in a busy environment  | A / I |
| Administrative / office based experience which requires good attention to detail and includes use of Microsoft IT applications  | A / I |
| Experience of creating content for and using social media platforms (Instagram, Facebook and Twitter) | A / I |
| **Skills**  |
| Ability to communicate clearly and effectively with a wide range of individuals and customers both orally and in writing.  | A / I  |
| Ability to set up and use the basic equipment we use (including IT). | A / I |
| Ability to work independently and as an effective team member using own initiative. |  I |
| Ability to adapt to changing priorities, contexts and deadlines. | A / I  |
| **Qualifications**  |
| First Aid at work qualification (could be secured post appointment) | A |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**