

## Job Description

<b>Title:</b>	Recreational Programme Officer
<b>Line Managed by:</b>	Head of Recreational Programme
<b>Overall responsibility:</b>	Provide vital administrative and operational support to the adult and youth recreational courses & classes.
<b>Reports:</b>	NA
<b>Hours:</b>	35 hours per week. One evening per week and occasional weekends as the programme demands.
<b>Salary:</b>	£25,000
<b>Holiday Entitlement:</b>	30 days paid holiday per annum, inclusive of eight Statutory Bank Holidays, increasing by one day for each year of service from 1 <sup>st</sup> September up to a maximum of 35 days per annum.

### About National Centre for Circus Arts

The National Centre for Circus Arts is a registered charity and an independent Higher Education provider registered with the Office for Students, and is one of Europe's leading providers of circus arts training. For the past 30 years we have provided emerging and professional circus artists, directors and choreographers access to vital space and support to train, experiment and share ideas.

Our diverse range of work includes BA degree-level education in Circus Arts which is supported at either side by a structured training programme for under-18s and professional development opportunities for aspiring and established performers. Adults and young people can enjoy recreational classes and occasional performances. We also run highly regarded workshops, away days and team building events for the corporate community. We continue to develop our creation and production capabilities and are striving forward in both initiating, supporting and creating high quality work that can tour regionally and nationally. Our national role increasingly sees us supporting and mentoring circus artists and organisations across the country as we seek to develop and mature our remarkable art form.

We have embarking on an exciting new strategy for the organisation which will see more cross-departmental working and an increase in our commercial activities, in order to make us more financially sustainable.

## **PURPOSE OF THE JOB**

You will provide a wide range of support to the well-established recreational programme. This will be in large part administrative, scheduling teachers & classes, dealing with enquiries from participants, undertaking research of other recreational offers in London and supporting the delivery of the activities themselves on the day.

## **MAIN RESPONSIBILITIES**

- Support various aspects of the recreational courses including scheduling, booking teachers, responding to enquiries and providing up-to-date information about activities.
- Work with the Head of Recreational Programme and other operational teams to ensure high quality delivery of service that enhances the reputation of the National Centre.
- Ensure clear communications and develop excellent relationships with participants and other National Centre departments to improve delivery and to maximise opportunities.
- Work with the Data & Systems Manager and the Marketing Manager to ensure that the web presence for recreational classes is effective and up to date.
- Provide administrative support to the Head of Recreational Programme in the tracking and recording of income and expenditure.
- Provide ad-hoc support to the venue hire and corporate workshops team in the scheduling of teachers for workshops.

## **Detail of responsibilities**

### **Administration**

- Provide comprehensive administrative support for our programmed activities, including scheduling teachers, finding teacher cover, ensuring teachers have the correct equipment and set-up to deliver their classes or sessions.
- Support the customer and participant booking process.
- Be aware of the organisation's overall schedule of activities for the year and how recreational classes fit into this.
- Book classes and courses into our scheduling system (CELCAT) accurately, ensuring the time booked is appropriate for the event.
- Produce teachers' schedules and briefings and manage absence as appropriate.
- Work with the Buildings & Facilities and Technical teams as necessary to ensure studios are set-up appropriately for classes and courses.
- Attend classes and bookings as required, acting as the Programme & Facilities Coordinator.
- Working with the team, review and suggest improvements for processes and systems related to recreational activities.
- Provide ad-hoc support to the Corporate team in the delivery of corporate leadership workshops which may involve booking teachers, booking venue spaces and ensuring that planned content can be delivered correctly.

## **Communications**

- Ensure information on activities is communicated as necessary within the organisation, for example by attending meetings and circulating relevant briefings.
- Develop strong communications with all participants
- Maintain up-to-date records on participants including attendance registers, ensuring all user information is secure and confidential whether in paper or electronic form, and adhering to our data protection policy.
- Maintain accurate and up-to-date records of activity, including monitoring and evaluation and providing information for reports.
- Respond to customer queries and complaints in a timely manner
- Liaise with and schedule the Programme & Facilities Coordinators to ensure they are briefed.

## **Promotion and Sales**

- Support the Data & Systems Manager and Marketing Manager in reviewing, updating and developing the information available on our website and social media. Ensure content is effective and kept up-to-date.
- Where possible, obtain customer consent to use images etc from their classes/courses for later promotional purposes.

## **Financial Records**

- Work with the Head of Recreational Programme to maintain accurate records of income and expenditure across all activity areas.
- Work with the Head of Recreational Programme to regularly review class and course pricing and suggest ways to maximise income.

## **Other**

- Ensure safeguarding legislation is adhered to when delivering the programme, including reporting any incidents and escalating them to the National Centre's safeguarding committee. Undertake appropriate safeguarding training.
- Represent the Head of Recreational Programme at internal and external meetings on occasion.
- Demonstrate a commitment to health & safety and its practical application in all areas of work and encourage a culture of responsibility for H&S throughout the organisation.
- Promote a commitment to the National Centre's Equal Opportunities & Diversity policy, Disability & reasonable Adjustments commitment and Code of Conduct, along with all other policies that contribute to the operating values and ethos of the organisation as determined in its mission statement.
- Such other duties (commensurate with the role) that may from time to time be reasonably required.

## **PERSON SPECIFICATION**

### **Experience**

- A minimum of 1 year's experience in an administrative, events or project management role, ideally in an arts/culture organisation.
- Experience of scheduling or booking support functions or services.
- Experience of dealing with safeguarding issues or working within safeguarding policies.
- Experience of managing enquiries and dealing with a variety of customers.
- A track record of identifying and developing internal processes.
- A track record of providing administrative support.
- Experience of financial tracking and reporting.

### **Skills**

- Strong organisational skills.
- Excellent administrative skills
- Excellent communication skills, both written and oral.
- Excellent time management skills: ability to plan, multi-task and prioritise work.
- High degree of accuracy and attention to detail.
- Experience of all Microsoft Office packages.

### **Personal attributes**

- Customer oriented approach.
- An ability to work well with a range of colleagues.
- An interest in streamlining complex issues or processes.
- Interest in the performing arts sector.
- Ability to work effectively and collaboratively across departments.
- Ability to work to deadlines and keep calm under pressure.
- Flexible approach to working hours.