

## JOB DESCRIPTION

<b>Job Title</b>	Operations & General Administrator
<b>Department</b>	Operations
<b>Reports to</b>	General Manager
<b>Date</b>	September 2023

### Job Purpose

To provide an all round, efficient administration support to the Theatre by the Lake.

### Main Duties

#### General administration

- Provide administrative support to the General Manager to ensure the smooth delivery of operational and commercial functions of Theatre by the Lake.
- Be responsible for general office administration (eg photocopying contracts, stationary ordering, upkeep of central filing, etc).
- Provide admin support to the Executive office (Executive Director and Artistic Director) as required including the preparation of reporting packs for board meetings, scheduling meetings and managing attendance and hospitality requirements.
- Prepare draft minutes for Board and Finance Committees from recordings to accurately reflect the meetings, within required timescales.
- Support the finance function with general administration support, cashing up and data inputting into the accounts system (Xero) and providing cover during holidays/sickness/etc.
- Ensure sales and other reporting data is kept up to date at all times and support the General Manager in analysing trends.
- Provide administrative support to the HR consultant, ensuring systems are kept up to date, contracts are prepared and issued in a timely way and ensuring the smooth operation of this function.
- Administrate monthly SHEM (Safety, Health, Environment and Maintenance) meetings, ensuring papers and minutes are circulated in a timely fashion and actions are followed up on.
- Provide administrative support to the fundraising function as required, by ensuring timely contact with donors, ensure that online and in person donation functions are up to date and support with researching grant making trusts & foundations.

- Provide general phone and admin support to the office.

### **Operations and maintenance administration**

- Ensure all regular preventative maintenance is booked, carried out and certificated, and bring defects to the attention of the General Manager.
- Book reactive maintenance including identifying new contractors as required.
- Ensure that the General Risk and COSHH Registers are kept up to date, drafting risk assessments as required.
- Ensuring the Accident and near miss reporting is followed up on in a timely way and filed for reporting at SHEM meetings.
- Support the General Manager with undertaking basic preventative regular system checks (eg water flushing, fire alarm tests, fire safety checks).
- Ensure core maintenance contracts are fulfilled (eg waste collection, cleaning and facilities management), resolving issues with key contract contacts and escalating problems to the General Manager as required.
- Carry out weekly building checks to ensure that all areas are tidy and well maintained.
- Oversee the use of the maintenance reporting app (TickTick), helping to prioritise actions and ensuring that the staff and visitor signing in app (Sign In App) is kept up to date.
- Keep environmental reporting upto date for use at the SHEM committee and for reporting to Arts Council.
- Be an Artifax (our room and resource booking system) champion, ensuring the system is kept tidy and up to date and run weekly operations/timeline meetings.
- Ordering cleaning and maintenance stock.
- Undertaking procurement exercises for larger purchases, gaining best quotes from a range of suppliers.
- Oversee the management and distribution of keys and alarm fobs.

### **Other Duties & Responsibilities**

- Undertake any other duties that may be reasonably required in connection with the position, as a member of a small and collaborative organisation
- Act as a representative and advocate of Theatre by the Lake
- Engage with internal communications and stay abreast of organisational updates and developments
- Support of uphold Theatre by the Lake's commitment to inclusivity and sustainability
- Adhere to Theatre by the Lake's Safeguarding Policy including the reporting of any issues of concern in accordance with procedure

### **DBS Certificate**

You are not required to hold a DBS certificate within this role but must be willing to obtain this should Theatre by the Lake consider that this is a reasonable requirement for your role.

### **Person Specification**

A description of the traits, skills and knowledge that the person performing this role should possess.

### **Essential**

- Experience of working in an administrative function in a busy office environment.
- High quality writing and communications experience
- Highly organised, with a keen eye for detail
- Demonstrable experience of working with confidential and sensitive information.
- Demonstrable experience of working in a fast-paced environment with multiple, sometimes conflicting, priorities.
- Ability to represent senior managers in communicating with staff, trustees and external stakeholders by phone, email and in person.
- Strong IT knowledge with practical understanding of MS Office (in particular Word, Excel and Teams).
- An understanding of and appreciation for the importance that live theatre plays in a community.
- A team player.

### **Desirable**

- Experience of developing administrative systems for use by a wider team.
- Experience of working with external contractors and suppliers.
- Experience of minute writing.