

Administrator & Studios Programme Manager

The job description is there to give you an idea of the tasks the job will include; you don't have to have experience or knowledge of everything on the list. We encourage applications from people who reckon they could perform 60% or more of the tasks listed.

Aims of the role:

- **To maintain good relationships between the office and the studio holders and sharers**, by fostering trust and good humour.
- **To make Kingsgate Workshops a good place for studio holders** by ensuring their studios are reasonably priced and pleasant, safe places to work and by the communicating updates and opportunities through the newsletter and regular meetings.
- **To support our artists and craft makers** by developing our programme of Open Studios and other events, possibly including public workshops or a professional development programme.
- **To maintain and manage administration systems and policies to protect us from legal and financial risk** - i.e. robust and fair studioholder agreements, adequate health and safety forms, and proof of insurances.
- **To keep regular income from studio leases coming in smoothly** - i.e. to fill empty studios as quickly as possible.
- **To ensure that quarterly electricity bills are charged accurately** and that bills are paid.
- **To manage and report on studio holder debt.**

Job Description

Administrator:

Office Administration

- Act as the main point of contact for external enquiries, and internal ones from the artist community, on phone, email and face to face.
- Collect and distribute post for the office and the studio holders.
- Manage the Office Administrator budget, processing invoices and updating the budget spreadsheet in keeping with the systems managed by the director and the bookkeeper.
- Order stationery and office food supplies.
- Responsibility for phone bills and broadband - ensure we have the best contract available.
- Act as first point of contact with our IT support company.
- Oversee the administration of studio holders beginning and ending licenses, including collecting and returning deposits, and process studio sharer requests.
- Maintain and update the paper filing system of studio holders and sharers.

- Liaise with the Operations Manager regarding fire alarms, security and key holder processes.
- Oversee the application of the GDPR policy.
- Support the director and the staff team where necessary.

Communications

- Maintain the mailchimp mailing list of studio holders and sharers.
- Write and send the monthly studio holder newsletter.
- Schedule, plan and deliver monthly studio holder meetings.
- Schedule Facebook and Instagram posts using Buffer.

Governance

- Oversee and arrange and minute the quarterly board meetings and AGM.
- Work with the bookkeeper to ensure finance papers are prepared for the board meetings.

Finance

- Manage aged debt, chasing unpaid bills and invoices.
- Prepare monthly expected income documents for the bookkeeper.
- Assume responsibility for the GoCardless direct debit system through which we take payments for studios.
- Update the studio holder Deposit Spreadsheet when deposits go in or out.
- Oversee the annual license fee (rent) review and communicate this to studio holders.

Studio Programme Management:

Events Programme

- Plan the Open Studios Weekend and Winter Open Weekend with studio holder assistance, including evaluation of event
- Research and develop the programme of public facing events.
- Manage the Events Programme budget
- Recruit, supervise, and train the events team of freelancers who are the public face of the studio programme.
- Oversee installation and decoration of spaces for studio events, hiring art technicians and carpenters from our freelance pool.
- Communicate the details of this programme to the staff team to minimize diary clashes.

Marketing & PR

- Promote the events programme internally and externally
- Create press releases for all events
- Use digital and print marketing to promote events
- Create and manage relationships with partners to promote events

- Update the website with new event details.
- Oversee the Mailchimp account, providing training for others on its use where necessary.

Continual Professional Development (as appropriate)

- Talk to the studio holders to discover knowledge and skills gaps
- Invite visiting speakers, coaches, and teachers to deliver learning events
- Research and share artist and designer opportunities with the studio holders
- Create opportunities for knowledge sharing within the community
- Provide opportunities for growth by encouraging participation in group exhibitions etc, and support participants throughout

Person Specification

Here are some of the tools and systems we use that it would be helpful, but not essential, to have knowledge of:

- Microsoft Office, especially Excel and Outlook
- Google forms
- Wix
- Mailchimp
- GoCardless
- Photoshop or other design software
- Buffer
- Facebook
- Instagram

We do not expect you to have experience of all of the below. A willingness to get involved and learn new skills is more important.

Essential

- Good people skills and interest in working with people.
- Some experience of planning and/or delivering arts or cultural events for the public
- Some experience in an administrative role
- Interest in the arts.
- Ability to work independently and manage own workload, according to priorities.

Desirable

- Experience working in a studio community
- Knowledge of the above systems and programmes
- Ability to network and build partnerships with external organisations and individuals
- Experience of managing budgets
- Understanding of financial administration in a small charity
- Experience of marketing events in the cultural sector
- Graphic and print design skills (or knowledge of how to commission graphic and print design).
- Experience fundraising for an arts charity.
- Experience and knowledge of creating accessible events and programmes for diverse audiences.