

# Ark-T Centre

## Creativity Changes Lives

**Job Title: Centre Administrator**

**Salary: £10.02 ph per annum plus pension**

**Hours: PT 15 hours per week – Preferably 5 hours per day, Weds - Fri**

**Contract Length: 18 months**

**Location: Office based in Cowley at Crowell Road with occasional work based at second site on Barns Road**

**Report to: Centre Development Manager**

### **Overview**

The Ark T Centre has successfully won a funding bid to implement a strategy which has the aim of securing core costs for the charity and transforming the two sites into creative and vibrant hubs of activity for the benefit of the local community.

The charity has devised this strategy to solve the long-term issue of core-funding, to ensure the organisation can become sustainable and invest in a core team.

The charity will prioritise capital funding alongside this project to ensure the ongoing development of facilities so that the two centres can fulfil their potential as venues.

### **Job Purpose**

The Centre Administrator will work alongside the Centre Development Manager and Centre Coordinator to ensure the smooth running of the centres, maintaining the office systems, taking bookings for the Centres and working to make both Centres welcoming and attractive spaces for users and hirers. A positive commitment to the vision for the potential of both centres to be outstanding spaces for venue hire and community use is key.

### **Job Description:**

The Centre Administrator will be responsible for supporting the marketing strategy, to increase the profile of our centres and reach on social media platforms, print and within the two centres. The Centre Administrator will be responsible for ensuring that the administration of bookings is a smooth and enjoyable process. At times, it will be necessary for the Centre Administrator to cover for colleagues when they are away. Some engagement and assistance with Ark-T's events and projects is encouraged.

### **Office Administration**

- Maintaining office systems (electronic and paper) that support the smooth running of the Centre and support staff, hirers and users of the two Centres;

- Act as 'Receptionist' for the Centres, greeting users, hirers and contractors and giving them the information they need;
- Helping to develop streamlined, shared systems between the two centres;
- Maintaining efficient filing systems so that records can be stored and retrieved easily;
- Assisting in the maintenance and development of the filing/record system;
- Managing and ordering the stationery and cleaning stocks according to new streamlined processes;
- Keep records that support the Centre Manager and Coordinator in maintaining accurate financial records.

### **Communication & Correspondence**

- Excellent communication via email inbox management responding promptly where appropriate;
- Answering the phone, responding efficiently with all telephone enquiries, returning calls and ensuring that messages are recorded and passed on quickly and efficiently;
- Assisting with effective communication of news and developments to staff members, and key Centre users where appropriate;
- Maintaining a 'What's on this week' board in an innovative, visible and accessible way at both Centres;
- Assisting with E-Bulletins and news of upcoming events;
- Maintaining the bookings calendar for both centres
- Attend appropriate meetings
- Using social media like Facebook and Twitter to promote the groups/events hiring the space over our comms platforms.

### **Hirers**

- Seeking potential room users whose aim and purpose are best served by the ethos of the Ark T Centre;
- Taking bookings for both Centres and maintain a current, up-to-date calendar which is accessible to staff;
- Meet with potential new group instructors to explain the working of the rooms, etc;
- Get to know regular users of the Centres and their needs;
- Overseeing the smooth running of groups using the Centre, ensuring that the required equipment, room layout, and other resources are in the right place at the right time.

## **Maintenance of Facilities**

### **Maintenance of Rooms and Grounds**

- Clearing up refreshments after training/conferences have finished;
- Ensuring that the parts of the grounds for which the Centre is responsible are cleaned and maintained regularly;
- Make sure equipment is working efficiently for groups – hi-fi etc;
- Liaise with Centre Development Manager on larger repairs to find suitable contractors and to clean and maintain the Centres;
- Assisting with events;
- Arrange for contractors to gain access to the Centres as agreed (E.g. Niche to service heating system yearly) and oversee their work;
- Alert Centre Coordinator to any potential safety or health hazards;
- Act as key-holder for the Centres.

## **Person Specification**

A positive commitment to the vision for the potential of both centres to be outstanding spaces for venue hire and community use.

This role requires the ability to build relationships, trust and loyalty with local individuals, groups and organisations and provide the best possible experience to every user in the space.

- Skills and experience in administration of a small office
- MS Office tools,
- Maintaining accessible filing systems,
- Pleasant manner face-to-face, in writing and on the telephone;
- Friendly, outgoing and curious.

Please apply to: Anna Martin - [anna@ark-t.org](mailto:anna@ark-t.org)

Closing date for applications: Tuesday 12<sup>th</sup> March, Interviews on Monday 18<sup>th</sup> March.