



Executive PA - Job Description and Person Specification

Salary:	£18,000-£22,000 per annum
Working hours:	Full-time, 35 hours per week, Monday to Friday, 9.30am-5pm
Location:	Manchester city-centre
Closing date:	9am on Monday 30 th April 2018
Interview date:	Wednesday 9th May 2018

Community Arts North West

Community Arts North West (CAN) is a leading national organisation in the field of participatory arts, migration and social change. Based in the Northern Quarter of Manchester city-centre, we work in partnership with communities, artists, cultural and third sector agencies in Greater Manchester to encourage, develop, produce and promote cultural programmes of work by people who are excluded, or on the fringes of the mainstream.

CAN's work is focused on facilitating cross-cultural collaboration, bringing together a diverse mix of people working creatively together. We are particularly passionate about supporting and producing the arts by and with migrants and refugees, and other people from marginalised sectors, seeking to ensure that their contributions are recognised and welcomed within British arts, history and culture.

CAN's particular specialism, are projects that bring together people from across cultures and communities. We work across a wide range of arts forms including new theatre, live interactive mixed-media performance based work, new music, digitally created arts, festivals, events and new platforms for sharing and distributing work.

Current projects include: children and young people's performing arts programmes in Wigan Borough and Manchester; the Exodus Refugee Arts programme; and talent-development programmes for excluded artists.

For more information please see: www.can.uk.com

CAN is an Arts Council England - National Portfolio Organisation and Manchester City Council Cultural Partner.

Plans for the future

CAN is at an exciting point of its development, with a newly restructured team to support the dynamic development of the company from 2018 and beyond. The new Executive PA post is key to the success of this development.

The Executive PA Post

This is a new post within Community Arts North West. You will be managed by and work closely with CAN's Executive Director to ensure smooth running of many aspects of the company's business. This will include: responsibility for office management; monitoring of the company's work and data collection; maintaining and updating the CAN website and social-media; as well as various elements of company administration including event-management and reporting to our core funders.

This is an excellent development opportunity for a dynamic and highly-organised individual who would like to make their mark in arts-administration, in a small but nationally-recognised arts company. Based in our Manchester city-centre office, you will gain insight into many aspects of our fast-paced and innovative organisation, and get to see first-hand how we put our commitment to community arts into practice, whilst running an efficient and effective forward-thinking company.

There is a small training budget available for this post.

The Executive PA Post - Job Description

Responsible to: Executive Director

Main Purpose: To assist the Executive Director in the smooth-running of Community Arts North West as a company by providing excellent administrative support, written communication skills, and a high-level of organisational skills and attention to detail.

Responsibilities:

As Executive PA your responsibilities will include:

Office Management

Manage the CAN office by:

- Being the first point of call for visitors, answering the door/telephone and responding to email enquiries.
- Liaising with CAN's IT Consultant and landlord, regarding any IT problems within the office and working with them to resolve problems/faults.
- Responsibility for maintaining at a high standard the office folder of digital-files, including maintaining and developing appropriate and accessible filing, archiving and recording systems that are accurate and up-to date.
- Placing stationery orders and buying office supplies, and ensuring that adequate supplies are maintained.

- Ensuring that office equipment (photocopier/printers etc) is in good working order, ensuring faults are dealt with promptly.
- Working with the staff-team to ensure that the office looks its best.
- Representing CAN at all quarterly office-building meetings, and being the key contact within CAN for day-to-day communication with our rented office's Building Manager.
- Becoming a CAN office Fire Monitoring Officer and office First Aider (after receiving appropriate training).
- Working with the Executive Director to ensure that the office meets all health and safety standards and regulations.

General Administration

Assist with a range of administrative tasks to support the company including:

- Ensuring a high standard of brand application across company stationary, email and document templates.
- Producing letters/emails/reports and other documents to a high level of accuracy. This will involve assuming specific responsibility for confidential documents, correspondence and reports, together with the copying, printing and binding of documents as required.
- Arranging meetings as instructed. This will include booking rooms and/or venues and making relevant practical arrangements, such as the preparation of agendas, organising travel-arrangements, equipment and/or catering as required.
- Minute taking when required.
- Welcoming and receiving visitors.
- Personnel - recording holiday, TOIL and sickness taken by CAN staff, maintaining the supply of forms, and updating employee personnel files.
- Training - assist with organising training for the CAN staff-team and Board, providing equipment and support to the visiting Trainer.
- Recruitment - support CAN recruitment drives by promoting job-adverts as widely as possible, being the first point of contact for interested applicants, accepting applications and coordinating the interview-process.

Data collection and monitoring

Take responsibility for the up-keep and development of the CAN monitoring databases by:

- Proactively working with the CAN team to ensure that CAN's data-collection systems are accessible, up-to-date, relevant and work well across the company, and that all users are properly inducted in their use.
- Analysing data for company review and reporting purposes.
- Producing monitoring statistics for quarterly and annual monitoring reports in line with CAN's funding agreements.

Reporting on the Company's work

- Responsibility for producing the Manchester City Council quarterly monitoring report on company activity and outputs, including writing copy about our current programme and ensuring that the report includes up-to-date monitoring statistics.
- Supporting the production of quarterly and annual monitoring reports in line with CAN's funding agreements.

Marketing the company's work

- Maintain CAN's website, Facebook, Twitter and other online platforms. This will include taking a proactive day-to-day lead on the gathering of high-quality content including project information, news, case studies, blogs, events etc, using SEO-effective copy/images where necessary, from the CAN team, to generate information for CAN web pages, social media and e-newsletter activity.
- Ensure the organisation's website is regularly refreshed, constantly evolving, and fit for purpose. This will include working with the company's web developers and Marketing Consultant to manage website appearance and functionality.
- Act as the first point of contact for external enquiries, sharing information about the company and current projects and following through on enquiries in a timely and friendly manner.
- Develop, maintain and coordinate invite and guest-lists to CAN events, including the VIP guest-list.
- Promote inclusion of CAN arts-programmes in listings of relevant local, regional and national publications, newspapers (online and print) and websites.
- Collating and archiving marketing/press coverage. This will also include the production of a digital marketing report for every project.
- Lead on the development, maintenance and circulation of information via CAN's Vertical Response email marketing data network.
- Ensure that appropriate funders, partners and other strategically important web pages and networks are consistently updated with CAN information.
- Maintain CAN's online archive of images, audio, video & marketing materials.
- Continue to circulate external information internally and via the CAN Google Newsgroup and Artsnet Facebook and twitter accounts.
- In liaison with CAN's Executive Director, ensure that all data and digital circulation conforms to new Data Protection legislation.

CAN Board Meetings and AGM

- Support the Executive Director to prepare for quarterly meetings of the CAN Board of Directors, by booking meeting-rooms, setting up the rooms in preparation for the meetings, buying supplies, and printing the papers.
- Taking minutes and writing them up, as and when required.
- Organise the annual CAN AGM including: inviting Directors, members and other guests, setting up rooms and equipment, buying supplies, welcoming guests etc.

CAN Policies

- Annually update the CAN Environmental Action Plan in liaison with the Executive Director.
- Source statistical information, so that CAN's annual carbon-emissions can be calculated.
- In liaison with the CAN Directors, supporting CAN policy development and implementation and, updating the CAN Staff and Freelance Staff Handbook as and when required.

Other duties

Actively engaging with the organisation's vision and policies regarding Equal Opportunities and Diversity, Dignity and Respect in the workplace, Environmental Action, Safeguarding, Artistic Ambition, Participation and Engagement, Health and Safety, Evaluation and Monitoring:

- Attend regular company meetings as required.
- Keep up to date with developments with regard to good practice in administration and the experience of other relevant arts/creative organisations.
- Together with staff-team develop, implement and monitor high quality service standards throughout the Company.
- Carry out all tasks in accordance with best practice and organisational action plans in respect of CAN's Equality Action Plan and Environmental Action Plan.
- Be familiar with and adhere to the Company's Policies and Procedures including Child Protection and safeguarding, Equal Opportunities and Health and Safety and Dignity and Respect in the workplace.
- Work in a flexible manner, with adequate notice being flexible to occasionally work evenings and weekends eg the CAN AGM is an evening event.
- Uphold the core values of CAN and operate in accordance with them.
- Sensitivity to work colleagues when working in an open plan office.
- To undertake any other duties that may be reasonably required in connection with the position.

The Executive PA Post – Person Specification

The successful candidate will:

Essential

- At least 2 to 3 years' experience in an administrative role, this can include successful work experience.

- Excellent administrative skills.
- Excellent computer skills, including being skilled at Microsoft software, including Outlook, Word and Excel.
- Be highly organised, efficient and self-motivated, with the ability to work across a range of deadlines simultaneously.
- Ability to work under pressure with the flexibility to adapt quickly to varying workloads.
- Have a high-level of attention to detail and accuracy within work.
- Be able to act quickly and effectively and use initiative.
- Ability to follow verbal and written instructions.
- Excellent oral communications skills in English; able to communicate with a wide range of stakeholders.
- Excellent written communications skills in English; able to write in a range of styles e.g. able to write a CAN tweet and a formal monitoring report.
- Experience of using social media, personally or professionally.
- Be numerate and comfortable analysing data.
- Have an aptitude for using databases.
- Knowledge of and enthusiasm for a range of arts and culture
- Helpful, friendly person who is keen to support colleagues, stakeholders and members of the public.
- Positive and enthusiastic attitude.
- Completer finisher.
- Eagerness to learn.
- Ability to get on with a wide variety of people at all levels and to work well within a team.
- Educated to A-level standard or equivalent.

Desirable

- Proven ability to work with people from a wide variety of backgrounds.
- Experience of undertaking or supporting monitoring of project work within an organisation for relevant stakeholders.
- Experience of collation of monitoring and statistical information within an organisation for review and report purposes.
- Experience of working within an arts organisation.
- Experience of managing/operating email marketing systems eg Mail Chimp.
- Experience of updating a company website, preferably WordPress.
- Experience of responsibility for maintaining an organisation's social-media platforms.
- Experience of report-writing.
- Honours degree.

Contractual Details

This is a permanent full-time role (subject to funding), with a six-month probation period. The salary is in the range of £18,000-£22,000 per year. The role is a full-time position, working 35 hours per week, Mondays-Fridays 9.30am-5pm with some occasional evening and weekend work.

Benefits include: 25 days holiday entitlement per year, in addition to public holidays, and a work-place pension scheme after 6-months of employment. The notice period is 1 month (1 week during probation period).

We would like the post-holder to start on the 12th June 2018, but there is some flexibility around this.

Applications

To apply please visit our website www.can.uk.com/opportunities to download an application form and email your completed application to: recruitment@can.uk.com by 9am on Monday 30th April 2018.

Selection Process – Guidance for Applicants

- The attached Job Description is an overview of the type of work the successful candidate will undertake and is not an exhaustive list. During recruitment, the selection panel will be shortlisting based on what qualities, skills and experience you may bring to the role, outlined in the person specification.
- As such, please consider how your qualities, skills and experience meet the Person Specification - either directly or with transferable skills from other sectors, and demonstrate your responses the knowledge and experience in relation to each of the points.
- CAN is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.
- CAN is an inclusive employer. We value difference and recruit by merit on the basis of fair and open competition. We welcome candidates from a range of different backgrounds and from sectors outside the Arts.
- You must be eligible to work in the UK to apply for this position.
- Please submit your application form in the current Word document.

Contact Details

Community Arts North West, Green Fish Resource Centre, 46-50 Oldham St, Manchester, M4 1LE

T: 0161 234 2975

E: recruitment@can.uk.com

W: www.can.uk.com