



Administration Officer - Job Description and Person Specification

Salary:	£26,000-£27,500 per annum pro rata
Working hours:	Part-time, working for 4-days per week
Contract:	Permanent
Location:	The role will be based in the Community Arts North West office in the Northern Quarter, Manchester City Centre.
Closing date:	Tuesday 12 th November 2024 5pm
Interview date:	Monday 25 th November 2025

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Community Arts North West

Community Arts North West (CAN) is a leading UK organisation in the field of participatory arts, migration and social change. CAN's pioneering work aims to create expression and visibility for the diverse communities and artists based in the region through dynamic partnerships and inspirational programmes of work. It is an Arts Council England - National Portfolio Organisation and Manchester City Council Cultural Partner 2023-2026.

CAN is at the forefront of contemporary, inter-cultural arts practice and has been a leader in the field of participatory arts since 1978. We have a particular expertise and interest in arts & migration. We work in partnership with culturally-diverse communities, artists, cultural and third sector agencies in Greater Manchester, to develop unique, creative projects with people whose voices are not normally heard in the mainstream.

Through exciting, high-quality and meaningful creative projects CAN shares powerful creative work; shining a light on new talent and fresh voices, and enriching Greater Manchester's cultural landscape.

CAN's particular specialism are projects that bring together people from across cultures and communities. We work across a wide range of art-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.

CAN's work is firmly rooted in social justice and driven by ethical values:

- We stand in **solidarity** with people at the sharp end of poverty and oppression, believing that everyone is creative, and through cultural expression, people on the margins can have a voice and provoke change.
- **Co-creation and shared leadership** are crucial for CAN in developing deep and lasting connections with communities, young people, artists, audiences and partners.
- We champion **equality** and strive for **diversity** in the artists we work with, our staff and Board, and the organisations we choose to work with.
- We **welcome** new migrant communities as collaborators and creative partners; and we are a home for emerging artists, especially those who are new to the UK.

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

Plans for the future

CAN is at an exciting point in its development. Funding from Arts Council England as a National Portfolio Organisation (NPO), and Manchester City Council Cultural Partner is secured for 2024-26.

Recent and current programmes include:

- The annual **Horizons Refugee Arts Festival** co- created in partnership with HOME and the Arts and Migration Network, now into its 6th year.
- **CAN Young Artists (CYA)** 3-year performing arts programme with young refugees and asylum seekers in Manchester.
- **World of Song** partnership-project with Band on the Wall, a recently launched multi-strand two-year music-heritage project exploring and showcasing new music brought to Manchester through migration.
- **Force of Nature** climate-change music & spoken-word community project that toured to Greater Manchester libraries.
- **Rochdale Women's Voices** International Women's day project working with women's groups from Kashmiri Youth Project(KYP) and Hopwood Hall College.
- CAN featured in the UNHCR UK **A Great British Welcome** exhibition which tells the story of how communities across the UK welcome people who have been forced to flee their homes. The exhibition launched in London in 2023, and then toured to Manchester following a launch event at Manchester Art Gallery.

The Administration Officer Post

This post is a key role within Community Arts North West, working closely with CAN's Executive Director, to ensure the smooth running of many aspects of the company's business.

This post involves responsibility for:

- **Company Reporting:** To lead on company reporting to CAN's core funders.
- **Database management:** To manage CAN's monitoring database and email marketing database, and implement their use.
- **Governance:** To support the administration of CAN's Governance responsibilities (Board of Trustees and Board meetings).
- **Office management:** To manage the CAN Office.
- **Company administration:** To manage and implement CAN's administration systems and responsibilities.
- **Operational support:** To support the operational running of the company.

This is an excellent opportunity for a highly-organised individual with excellent attention to detail, to play an important role supporting the aims of the organisation. You will get to see first-hand how we put our commitment to community arts into practice, whilst running a professional and forward-thinking company.

CAN is dedicated to building a diverse and equitable environment, and strongly encourages applications from people from diverse communities.

The Administration Officer Post - Job Description

Responsible to: Executive Director

Responsibilities:

Company Reporting

You will lead on company reporting to our core funders:

- Produce the Quarterly Manchester City Council monitoring report on company activity, ensuring that the report utilises up-to-date monitoring data.
- Produce the two large-scale annual monitoring reports for CAN's core funders - the Arts Council England Annual Survey and Manchester City Council Cultural Impact Survey.
- Produce Quarterly Illuminate monitoring reports for Arts Council England.
- Environmental Reporting: compile environmental data for annual submission to Arts Council and Manchester City Council.
- Compile digital statistics for quarterly and annual monitoring requirements.
- Compile a first draft of the Quarterly Investment Principles Return, required by Arts Council England.
- Contribute to project funding reports with statistical data.

Database management

You will manage and maintain CAN's monitoring database, and email marketing database:

- Manage and maintain CAN's CRM monitoring database, including building bespoke data queries for monitoring and evaluation reports.
- Induct all users in the use of the company's monitoring database.
- Proactively work with the CAN team to ensure that CAN's data-collection systems are accessible, up-to-date, relevant, GDPR compliant and work well across the company.
- Ensure CAN's monitoring data collection and retention is GDPR compliant.
- Maintain CAN's Mailchimp email marketing database.

Governance: the CAN Board of Trustees and CAN Board meetings

Support the administration of the organisation's governance responsibilities:

- Coordination, attendance, and recording of the proceedings of all CAN Board meetings.
- Circulation of notices, agendas and papers for all Board meetings.
- Liaison with Board paper authors, to ensure Board paper submissions are timely and accurate.
- Act as a primary point of contact for Trustees.
- Maintain CAN's Register of Interests, in line with CAN's Conflict of Interests Policy.
- Organise the annual CAN AGM.
- Annually complete a Board Knowledge and Skills Audit, and Board Diversity monitoring.
- Organise Board training or Away Days, as and when required.
- Work closely with the CAN Board and SMT to support Board development.
- Maintain compliance with the Charity Commission and Companies House, including new Trustee Registration.
- Maintain the list of CAN Members
- Compile a first draft of the Trustees Report for CAN's Annual Report and Accounts.

Office Management

Ensure that the CAN office is well managed:

- Liaise with CAN's IT Consultant, regarding IT issues and logistics.
- Be the key contact for the Building Manager, resolving any building or office issues.
- Be a CAN office Fire Monitoring Officer and First Aider (after receiving appropriate training).
- Lead on high standards of Health and Safety within the office, in conjunction with the senior management (after receiving appropriate training).
- Ensure office-supplies and equipment are maintained.

Marketing

Support the company's marketing activities:

- Support the ongoing maintenance of the CAN website (wordpress), working with CAN's Marketing Associate and the CAN team. This will involve: making website amends, utilising CAN's photo archive, promoting certain web-pieces on the CAN website home page.
- Collate and issue regular CAN mailchimp e-newsletters, in liaison with the Marketing Associate and the CAN team. The Marketing Associate writes the newsletter copy, and a Mailchimp template is utilised. The newsletter is a team responsibility.
- Manage access requests to Artsnet Facebook page.

Company Administration

Manage CAN's company administration:

- Be the first point of call for CAN visitor communication via email, telephone and the CAN office ensuring all communication is addressed and assigned to the correct member of staff.
- Maintain at a high standard CAN's digital-files on the CAN Server.
- Ensure CAN's company calendar is updated.
- Ensure that CAN's online archive of images, audio, video & marketing materials is up-to-date and well-presented.
- Ensure CAN administrative systems are working well across the company, and used by all staff members.
- Manage annual subscription renewals associated with CAN's web-based platforms eg CAN website, flickr, youtube, Mailchimp, and Zoom.
- Maintain a volunteer registration system.
- Coordinate staff meetings and some other company-wide meetings.
- Coordinate responses to information requests from the general public.

CAN Company Policies support

- Annually update the CAN Environmental Action Plan.
- Ensure CAN's Data Protection Policy standards are maintained throughout the company and CAN is GDPR compliant.

HR

- Implement CAN recruitment drives.
- Organise occasional training for the CAN staff-team.
- Manage junior members of administrative staff or administrative volunteers/placements, as required.

Other duties

Actively engaging with the organisation's vision and policies regarding Equity, Diversity & inclusion, Artistic Ambition, Participation and Engagement, Health and Safety, Access and Disability, Evaluation and Monitoring

- 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 Environmental Action Plan.
- Be familiar with and adhere to the Company's Policies and Procedures including Equity, Diversity and Inclusion; Health and Safety; and Dignity and Respect in the workplace.
- Work in a flexible manner, able to work evenings and weekends as required.
- Uphold the core values of CAN and operate by them.
- Sensitivity to work colleagues when working in an open plan office.
- Undertake any other duties that may be reasonably required in connection with the position.

The Administration Officer Post – Person Specification

The successful candidate will:

ESSENTIAL

Education & Training

- Educated to degree level or equivalent experience.

Work experience

- A minimum of three to five year's administrative experience in the arts, public and/or voluntary sector.
- Demonstrable experience of providing high-level administration support within an organisation or department.
- Demonstrable experience of database management.
- Demonstrable knowledge of Microsoft Office and other ICT functions.

Competencies

- A starter-finisher who can set and meet deadlines for self and others.
- Excellent attention to detail and exacting professional standards.
- Excellent organisational and time management skills, able to prioritise.
- Able to work independently and as part of a team.
- Ability to work under pressure, with the flexibility to adapt quickly to varying workloads and the demands of a small organisation.
- Excellent verbal and written communications skills in English.
- Ability to build and maintain effective relationships with a diverse range of people.
- Numerate and able to analyse data.
- Excellent computer literacy, including Microsoft Office skills.
- Discretion and emotional intelligence.
- A methodical approach to tasks.
- A supportive and flexible approach.
- A willingness to embrace and utilise new technologies, such as AI.

DESIRABLE

- An aptitude for data-management.

- Experience of charity governance responsibilities.
- Prior experience of company secretarial duties.
- Experience of fulfilling Arts Council National Portfolio Organisation funding requirements.
- Experience of working within an arts organisation.
- Enthusiasm for a range of arts and culture.
- Experience of working with email marketing system Mailchimp.
- Experience of managing a CRM system within an organisation.
- Commitment to championing inclusion at every level of the organisation with a proven ability to work with people from a wide range of backgrounds.

Contractual Details

This is a permanent position at CAN.

The salary is £26,000 -£27,500 per year pro rata.

The role is offered as a part-time contract working for 4-days per week (28 hours per week). The role involves some occasional evening and weekend work.

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

Applications

To apply, please visit the CAN website www.can.uk.com/opportunities to download an Administration Officer Application Form, and return your completed application form to recruitment@comartsnw.org.uk by 5pm on Tuesday 12th November 2024, together with the CAN Diversity Monitoring Form.

Selection Process – Guidance for Applicants

- The 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 knowledge, skills, experience, and qualities you will bring to the role, outlined in the Person Specification.
- As such, please consider how your knowledge, skills, experience, and qualities meet each of the points in the Person Specification - either directly or with transferable skills from other sectors and discuss them in your application form.
- CAN is committed to equal 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. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.
- You must be eligible to work in the UK to apply for this position.

- Please submit your application form as a Word or PDF document.

Contact Details

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

T: 0161 234 2975

E: recruitment@comartsnw.org.uk

W: www.can.uk.com