

## **Job Description**

<b>Title:</b>	Commercial Support Officer (Venue Hire)
<b>Line Managed by:</b>	Head of Venue Hire
<b>Overall responsibility:</b>	Provide administrative, delivery and marketing support across a range of revenue-generating activities including venue hire, corporate workshops and consultancy.
<b>Reports:</b>	NA
<b>Hours:</b>	35 hours per week. Occasional evenings and weekends.
<b>Salary:</b>	£23,000
<b>Holiday Entitlement:</b>	30 days paid holiday per annum, inclusive of eight Statutory Bank Holidays, increasing by one day for each year of service from 1 <sup>st</sup> September up to a maximum of 35 days per annum.

## **About National Centre for Circus Arts**

The National Centre for Circus Arts is a registered charity and one of Europe's leading providers of circus arts training. For the past 30 years we have provided emerging and professional circus artists, directors and choreographers access to vital space and support to train, experiment and share ideas.

The National Centre is currently an affiliate of the Conservatoire for Dance and Drama (CDD) and in 2021 is applying to the Office for Students for independent registration as a Higher Education Provider in its own right. Our diverse range of work includes BA degree-level education in Circus Arts validated by the University of Kent, which is supported at either side by a structured progressive training programme for under-18s and professional development opportunities for aspiring and established performers. Adults and young people can enjoy recreational classes and occasional performances. We also run highly regarded workshops, away days and team building events for the corporate community. We continue to develop our creation and production capabilities and are striving forward in both initiating, supporting and creating high quality work that can tour regionally and nationally. Our national role increasingly sees us supporting and mentoring circus artists and organisations across the country as we seek to develop and mature our remarkable art form.

We are embarking on an exciting new strategy for the organisation which will see an increase in our commercial activities in order to make us more financially sustainable. To facilitate this, we have created a new Commercial directorate, bringing together various revenue-generating activities into one department.

## **PURPOSE OF THE JOB**

You will provide a wide range of support to the Head of Venue Hire and the Commercial Development Manager across their portfolios of activities. This will be in large part administrative, booking venue spaces, dealing with enquiries, managing client requests and supporting the delivery of the activities themselves. You will also undertake marketing and research activities to develop, promote and grow our commercial services.

## **MAIN RESPONSIBILITIES**

- Support various aspects of venue hire, corporate leadership workshops, and consultancy services including scheduling, responding to enquiries, liaising with clients, and planning the delivery of services.
- Assist the Managers to keep accurate financial records of both income and expenditure across all events and activities.
- Work with the Managers and other operational teams to ensure high quality delivery of service that enhances the reputation of the National Centre.
- Ensure clear communications and develop excellent relationships with other National Centre departments to improve delivery and to maximise opportunities.
- Work with the Managers and the Marketing team to develop the web and social media content for commercial services. Explore promotional opportunities for all activities.

## **Detail of responsibilities**

### **Commercial administration**

- Provide comprehensive administrative support for our programmed commercial activities, including scheduling, responding to enquiries, conducting some client meetings and supporting the client booking process.
- Be aware of the organisation's overall schedule of activities for the year and therefore when events can and cannot take place.
- Book events into our scheduling system (CELCAT) accurately, ensuring the time booked is appropriate for the event. Produce briefings and reports from CELCAT as appropriate.
- Work with the Buildings & Facilities and Technical teams as necessary to ensure venues are set-up appropriately for the booked activity.
- Represent the department at cross-departmental meetings to discuss upcoming bookings and how they will sit alongside other activity taking place.
- Maintain up-to-date records on clients, enquiries and bookings in order to use these details for future promotional activities.

- Attend events bookings as and when required, on some occasions acting as the Event Coordinator.
- Working with the team, review and suggest improvements for processes and systems related to venue hire and consultancy services.

### **Financial records**

- Work with the Managers to maintain accurate records of income and expenditure across all activity areas.
- Work with the Head of Venue Hire and Commercial Development Manager to regularly review pricing and offers and suggest ways to maximise income.

### **High quality service**

- Work closely with the Operations departments (Buildings & Facilities, Technical) to ensure the smooth delivery of onsite events.
- Assist the department so that any other staff working on events have been well-briefed.
- Be aware of, and take a keen interest in, the health & safety of all activities.

### **Communications and cross-team working**

- Ensure information on activities is communicated as necessary within the organisation, for example by attending meetings and circulating relevant briefings.
- Establish good relationships and channels of communication across all departments.

### **Promotion**

- Support the department to review, update and develop the information available on our website and social media. Ensure content is kept up-to-date.
- Where possible, obtain client consent to use images etc from their events or activities for later promotional purposes.

### **Other**

- Represent the Managers at internal and external meetings on occasion.
- Demonstrate a commitment to health & safety and its practical application in all areas of work and encourage a culture of responsibility for H&S throughout the organisation.
- Promote a commitment to the National Centre's Equal Opportunities & Diversity policy, Disability & reasonable Adjustments commitment and Code of Conduct, along with all other policies that contribute to the operating values and ethos of the organisation as determined in its mission statement.
- Such other duties (commensurate with the role) that may from time to time be reasonably required.

## **PERSON SPECIFICATION**

### **Experience**

- A minimum of 1 year's experience in an administrative, events or project management role, ideally in an arts/culture/higher education organisation.
- Experience of contributing to or delivering venue hire events.
- Experience of managing enquiries and dealing with a variety of customers.
- A track record of identifying and developing internal processes.
- A track record of providing administrative support.
- Experience of financial tracking and reporting.

### **Skills**

- Strong organisational skills.
- Excellent administrative skills.
- Excellent communication skills, both written and oral.
- Excellent time management skills: ability to plan, multi-task and prioritise work.
- High degree of accuracy and attention to detail.
- Experience of all Microsoft Office packages.

### **Personal attributes**

- Customer oriented approach.
- An interest in streamlining complex issues or processes.
- Interest in the performing arts sector.
- Ability to work effectively and collaboratively across departments.
- Ability to work to deadlines and keep calm under pressure.
- Flexible approach to working hours.