

## **THE HEARTH CENTRE (HORSLEY) LTD**

### **JOB DESCRIPTION: ARTS CENTRE ADMINISTRATOR**

Permanent part-time position - 15 hrs per week - Flexible working hours and days to be agreed.

#### **DESCRIPTION:**

The Hearth Arts Centre and Cafe is in Horsley Village, Newcastle upon Tyne NE15 0NT.

The Hearth Centre, established in 2004 as a charitable organisation, encompasses eight working artist studios, a well-received café, and two hireable event spaces. Visitors can engage in a diverse cultural program featuring creative and practical workshops, activities, talks, and special events.

The Centre Administrator position is a permanent, part-time role requiring 15 hours per week. The responsibilities include managing all administrative tasks related to the charity's business, initiatives, partnerships, and building maintenance. The role involves working closely with the Board of Trustees, tenants and a small staff team to ensure the smooth operation of the Arts Centre and its activities.

We are looking to appoint an administrative professional interested in working for an arts charity. The ideal candidate needs to be flexible, exceptionally well organised and possess good communication skills to assist our organisation in operating smoothly by handling important organisational and administrative tasks effectively.

#### **RESPONSIBILITIES:**

##### **These will include (but not exclusively):**

1. Respond to all correspondence and face-to-face with visitors to The Hearth.
2. Keep all files, information and documents sorted and organised to enable them to be quickly retrieved to deliver Hearth business effectively.

##### **Handling payments:**

1. Manage hire facilities using the Hallmaster Booking System, raise invoices and collect payment in line with agreed procedures.
2. Oversee website PayPal ticket sales for events.

##### **Customer Service:**

1. Be the first point of contact with all Tenants, Hall and Hub hirers.
2. Carry out inductions for Hall and Hub hirers to ensure users understand how to access facilities, health and safety, hall security, use of kitchen and toilet access etc.

##### **Hearth Building:**

1. Oversee cleaners and identify any required building repairs and maintenance.
2. To work closely with the Caretaker and to communicate regularly to ensure maintenance and repairs are prioritised.

##### **Meetings:**

1. Arrange and chair meetings with tenants.
2. Attend a once-monthly Board of Trustees meeting and report any issues arising to the Board including writing & circulating a formal monthly Administrator's report.

**Planning:**

1. Manage the administration of partnership events initiated by the charity/trustees, currently with the Highlights Rural Touring Scheme and Tyne Valley Film Festival.
2. Provide administrative support for planning biannual Open Studio and Art Fairs, including booking stallholders, advertising, conducting risk assessments, and managing volunteers.

**Promote:**

1. Update the Hearth's website regularly to promote all events.
2. Write a regular newsletter and send it to The Hearth's mailing list.
3. Post regular promotions for forthcoming events on Facebook and Instagram.
4. Send listings of forthcoming events to local news sources/networks.
5. Display and distribute promotional material.

**Volunteers:**

1. Support the recruitment, supervision and coordination of volunteer involvement in Hearth activities.

**SKILLS/CHARACTERISTICS REQUIRED:****ESSENTIAL    DESIRABLE**

- |   |   |  |
|---|---|--|
| ✓ |   | Secretarial and Administration skills and experience   |
| ✓ |   | Good verbal and written communication  |
| ✓ |   | Good time management and multitasking  |
| ✓ |   | Initiative and ability to work unsupervised  |
| ✓ |   | Problem-solving and critical thinking.   |
| ✓ |   | Professional, patient and courteous attitude when working with tenants, hirers and visitors to maintain positive relationships with the charity. |
| ✓ |   | Attention to detail  |
| ✓ |   | Ability to work within a team  |
| ✓ |   | Microsoft Office, Google Workspace or similar  |
| ✓ |   | Understanding of The Hearth's mission and values.  |
|   | ✓ | Wix website content management (or similar), Experience of invoicing/bookkeeping ideally with Sage and Hallmaster Booking Systems or similar.    |
|   | ✓ | Social Media / Newsletter: Able to publish to Facebook, Instagram and Mailchimp or similar.  |

**REPORTING LINES:**

Board of Trustees

**LIAISE EFFECTIVELY WITH:**

All Trustees, Caretaker, Cleaning and Maintenance Services and user groups of The Hearth including resident artists, café staff, visitors, hall hirers and volunteers

## **OVERVIEW OF TERMS AND CONDITIONS:**

**Salary:** £9200 for a 15 hr week (FTE of £21,467 (35 hrs)

**Holidays:** 28 days including bank holidays (FTE)

**Sick Pay:** 1 month on full pay, then SSP thereafter.

**Working hours:** Flexible working hours and days to be agreed.

This unique role will require some flexibility at certain times of the year i.e.: For biannual Open Studios and Arts Fair weekends (twice a year).

**Terms of employment:** Flexible and the Hearth is willing to consider self-employed or employed status.

## **APPLICATION PROCESS:**

To apply, please send your CV including a cover letter and referee details to Hearth Trustee: [juliestraw@thehearth.co.uk](mailto:juliestraw@thehearth.co.uk), subject Centre Administrator Post.

In your cover letter, please explain your suitability for the role and experience in meeting the essential/ desirable criteria, your current, or most recent, salary. Please let us know if you require any reasonable adjustments.

Please include details of two referees. Referees will not be contacted without your permission.

The Hearth is looking forward to receiving your application.

**DEADLINE: Midnight on the 4th August, 2024**