

ROYAL DERNGATE & NORTHAMPTON

Operations Assistant Large Print Version

Advert

If you have excellent organisational skills and good experience of office administration systems, this may be the role for you.

We are looking for an individual to join our Operations Team to support the Operations Director in an administrative role.

Job Description

Department: Operations

Job Title: Operations Assistant

Responsible to: Operations Director

Job Purpose:

- To provide administrative support in areas managed by the Operations Director

Key Task Areas:

- To be the point of contact for customer comments relating to Operations, log all relevant details and co-ordinate responses
- Co-ordinate meetings, including ops meeting, H&S groups and working group, and facilitate information sharing to all parties involved.
- To support the programming team with organising access performances to ensure the smooth running of performances.
- Ensure all incidents/accident reports are filed in a digital format and distributed to relevant parties as required.
- Ensure teams are completing risk assessments where required and filed accordingly
- Administration of Ops and H&S related policies
- To provide administrative support to the Operations Director.
- To be responsible for administration of all operational licences required by the company.

- To support all administration around venue insurance including driver insurance, accident reporting and renewal of policies.
- To provide administrative support to the maintenance team including booking of contractors, general and financial queries.
- To be part of the rota for distribution of internal mail and external mail output.
- To communicate with all internal and external customers in an informative and appropriate manner.
- Promote and adhere to the organisation's culture and values.
- To participate in organisational development activity
- To be aware of, adhere to, and implement any legislative requirements consistent with overall duties of this post, with particular regard to Health and Safety policies and procedures, General Data Protection Regulations and Equality Act 2010.
- To undergo relevant training and development required by the Operations Director.
- To carry out any other tasks that will, from time to time be allocated by the Operations

Director on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.

Person Specification

Essential Criteria:

Experience:

- Experience of implementing / maintaining administrative systems/procedures
- Good experience of meeting administration

Knowledge:

- Understanding of, and commitment to, live performance
- Good knowledge of office administration systems

Skills/Abilities:

- Maintaining confidentiality
- Confidence and ability to interact with a wide range of people
- Excellent attention to detail and organisational skills
- Excellent IT skills in Microsoft Outlook, particularly Excel and Word
- Excellent communication skills, both oral and written
- Ability to work using own initiative

- Excellent time management skills
- Proactive and flexible approach
- Operates effectively and consistently under pressure

Desirable Criteria:

Experience:

- Awareness of Artifax and Tessitura, or similar customer relationship management systems

Knowledge:

- Understanding of health and safety legislation

Skills/Abilities:

- Good typing speed

Summary of Terms & Conditions

Job Title: Operations Assistant

Contract Type: Part-time, permanent position.

Salary: £10,317.58 per annum paid monthly on 20th of each month

Hours of Work: 18.5 hours per week, Monday to Friday.

Work Location: Royal & Derngate, Guildhall Road, Northampton, NN1 1DP

Holidays: Holiday year April – March (pro-rata in 1st year), 31 days per annum (including public

holidays), 2 additional days after 3 years continuous service, 3 additional days after 5 years continuous service

Notice Period: 4 weeks (once completed probationary period)

Subject to: Satisfactory references, 6 month probationary period and compliance with Immigration, Asylum and Nationality ACT 2006 and the immigration Act 2016

Pension Scheme: Contributory staff pension, 5% employee and 3% employer. NTT pension scheme is provided by NOW pensions. NTT will contribute after 3 months service

Additional Benefits: Free Employee Assistance Programme run by Health Assured, Complimentary tickets available on selected shows throughout the year and 10% discount at our bars and theatre shop.

How To Apply

Please submit a Covering Letter (no more than 2 sides of A4) stating your relevant experience,

knowledge and skills for the role along with your CV.

We are an inclusive organisation, committed to fair recruitment, and equality of opportunity. We particularly welcome applications from those whose backgrounds are currently under-represented in our workforce and in the Arts more widely. We want to encourage socio-economic diversity, as well as representation from ethnically diverse groups, people who identify as D/deaf and disabled and/or those who identify as LGBTQ+.

As part of our commitment to being an inclusive employer, we would like you to complete an equal opportunities monitoring form. You will receive an email from us to acknowledge your application which will include a link to complete this.

Royal & Derngate are a PIPA (Parents and Carers in Performing Arts) Charter Partner, striving towards creating a more family friendly working environment. We encourage proposals from anyone who requires flexible working/job share/remote working around caring

responsibilities, and anyone looking for a positive work/life balance.