

Job Description

Job Title:	Engagement Administrator
Department:	Engagement Department
Line Manger:	Engagement Director
Department Lead:	Engagement Director
Responsible for:	Contractors, suppliers
Liaises with:	All levels and departments, internal and external clients, Associate Artists

Background

English National Ballet brings world-class classical ballet to the widest possible audience - delighting them with the traditional and inspiring them with the new. Our vision is centred upon the desire to extend the reach and impact that we have upon audiences and to provide a diverse range of opportunities for people to experience our work – live and digitally. Under the leadership of Tamara Rojo, Artistic Director, ENB has diversified its repertoire adding new works from 20th Century choreographers, commissioning eminent contemporary choreographers including Akram Khan and Russell Maliphant, and staging new, invigorated productions of the Classics.

We aspire to be the United Kingdom's most exciting and creative ballet company. Our ambition is great ballet for everyone. ENB won Outstanding Company award at Critics' Circle National Dance Awards 2014, and in 2015, ENB became Associate Company of Sadler's Wells. In 2017 the Company was awarded the 2017 Olivier Award for Outstanding Achievement in Dance.

Engagement Department

Engagement is one of the three strategic pillars that underpin the Company's mission and vision. The department promotes wider and deeper public engagement with the Company and the art form through its three distinct strategic programmes: Creative Learning, Developing Talent and Public Engagement. Placing ENB's repertoire at the heart of everything we do, we deliver world-class programmes, commission ground-breaking research, forge inspirational partnerships, develop choreographic talent and produce performances, public participatory events, community and family focused initiatives, throughout London and on tour nationally and internationally to extend our reach. Inclusion and diversity inform all the projects and programmes we develop and deliver.

English National Ballet's Engagement Programme is inspired by ENB's diverse repertoire and artistic vision; it is aspirational in outlook. The programme is delivered by exceptional professionals with live/original music. Partnerships are crucial to the successful delivery of our work, recent collaborations include: Greater London Authority, British Council, Imperial War Museum North, Tate, People Dancing, Arts for Dementia, Parkinson's UK and Westfield Presents. The Engagement programme currently reaches just under 40,000 people per annum.

Who you are:

The Engagement Administrator is highly organised in managing a busy work load, confident with budgets, coordination and scheduling with excellent attention to detail. A high standard of working knowledge of IT, database and word processing skills 50 WPM is required. The post holder is committed to giving the highest level of customer service, has excellent oral and written communication skills and demonstrates a positive and supportive attitude to ensure that all aspects of the work is delivered to the highest standards. Experience of working in a creative and busy office environment and the ability to multi-task and work well under pressure is essential.

Purpose of post:

The Engagement Administrator provides a high standard of financial and administrative support to ENB's Engagement team to ensure a smooth-running department. The post holder plays an important role in developing systems and processes to enhance the efficiency of ENB's Engagement team and reports directly to the Engagement Director.

Responsibilities include:**Administration/Co-ordination**

- Word processing: preparing contracts, letters, schedules and copy for season brochures, web etc.
- First point of call for telephone and email enquiries
- Create and maintain filing systems/office systems
- Order and maintain stationery and equipment
- Schedule and attend meetings, create agendas, regularly circulate schedules
- Keep diaries and arrange meetings
- Arrange travel and accommodation for the team and external contacts
- Sort and distribute incoming post and organise and send outgoing post
- Book rooms and organise event facilities
- Arrange photocopying and print
- Organise couriers across the department's activities

Operations

- Use a variety of software packages including: Microsoft Word, Outlook, Powerpoint, Excel, Access, Raiser's Edge and Tessitura to produce correspondence and documents and to maintain presentations, records and spreadsheets
- Use content management systems to maintain and update ENB website and internal databases
- Administer the Classes programme and set up and monitor on-line sales
- Manage and maintain budgets, as well as invoicing and processing payments, reconciliation and expenses processing
- Prepare financial modelling for commercial enterprises
- Analyse budgets and statistical data, present reports, collate data
- Organise and monitor invitation lists and RSVP's
- Liaise with staff in other departments and with external contacts
- Schedule new staff inductions in liaison with team members

- Supervise placements and delegate work as required

Finance and legal

- Responsible for all aspects of day to day financial management and ensuring that departmental budgets are up to date
- Prepare contracts and confirmation letters across the department's programme of activities
- Arrange DBS for staff and contractors with HR

Communication

- Responsible for effective delivery of communication between the Engagement team and other departments
- Ensure timely Marketing and Press requirements are met
- Distribute publicity material and disseminate information
- PA and diary management function for the Engagement Director
- Co-ordinate and monitor ticket holds across the department's activities liaising with Marketing and Development teams
- Set up and monitor on-line sales and event bookings in liaison with Engagement, Marketing and Development teams

Advocacy

- Always give the highest level of customer service
- Act as an effective advocate for English National Ballet and its Engagement Department
- Work with an understanding of English National Ballet's equal opportunities policy at all times
- Participate in the provision and maintenance of the safe working environment adhering to the company's Health and Safety policies at all times

This job description is a guide to the nature of the work required of the prospective employee and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.

Person Specification

The Engagement Administrator is proactive and resourceful, with excellent customer service skills, financial management skills, written and verbal communication skills and attention to detail. The post holder has a positive work ethic and supports the Engagement Director and team across all Engagement activities.

Professional Qualifications / Relevant Experience

- Minimum three years professional high level administration experience working in a busy and pressurised office environment

Desirable:

- Educated to HND/degree level in Business/Arts Management/other and/or equivalent relevant professional experience for this position
- Secretarial training
- Experience of working in a creative industries environment

Business skills

- Highly competent IT skills: Microsoft Office, Raiser's Edge (essential) and other technology
- Word processing 50 WPM
- Excellent attention to detail
- Excellent written and verbal communication skills
- Highly competent working knowledge of databases: Raisers Edge database (essential), Tessitura (desirable)
- Strong numeracy skills
- Confident with budgets and financial management

Personal skills

- Quick learner
- 'Can-do' positive attitude
- A good team player
- Self-motivated and resourceful
- Conscientious and supportive
- Ability to plan work, work with initiative and meet deadlines
- Able to manage pressure and prioritise tasks and workload
- Employs discretion and respect for confidentiality
- Confident and pleasant telephone manner
- Develops customer rapport and Problem Solving

Desirable

- An interest in dance/arts
- Interested in making ballet relevant for all people