

**Job Title:** Administration Manager [Engagement Projects]  
**Department:** Engagement  
**Reports to:** Engagement Director  
Supports the Engagement team and Engagement Director  
**Liaises with:** All levels and departments, internal and external contacts, Associate Artists

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### **ENB – WHO WE ARE AND WHAT WE DO**

ENB has always been a pioneering ballet company and our mission is *to take world-class ballet to as many people as possible, wherever they are and whatever their means*. We tour annually to numerous UK towns and cities, as well as prestigious venues worldwide. Our significant and influential contribution to Britain's cultural sector is demonstrated by strong and diverse audiences, regular recognition by key industry awards, and the elite talent that we attract and retain. We work to evolve our artform, whilst celebrating the classics and believe that our organisation, on stage and off, should reflect the world in which we live. ENB's output and productivity is high for an organisation of our scale (c220 FTE), but that is one of the things that is attractive both to our international talent and to our funders.

In 2015 we embarked upon an ambitious capital project to relocate from our limited rehearsal premises in Kensington to a new purpose-built home on London City Island (LCI). The new building is a 93,000 square foot industry-leading centre for dance, where ballet is created, taught, rehearsed, developed, and shared with our audiences. With significant backing from Arts Council England, the Greater London Authority [GLA] and the generosity of a significant number of philanthropists and trusts, we successfully completed a £36m capital campaign and moved into our new home in July 2019.

Despite a successful 9 months in our new home, we were forced to close our doors to the public in March 2020 as the Covid-19 pandemic hit. Nevertheless, we have now managed to return to our studios, creating work for digital and ensuring we are performance ready. We anticipate being back on stage, albeit to socially distanced audiences, in the early summer of 2021.

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 and currently reaches just under 40,000 people per annum. Placing ENB's repertory 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.

## **PURPOSE OF THE POST**

The role of the Administration Manager is extremely varied and provides integral administrative support across the Engagement team and personal assistant support for the Engagement Director.

## **KEY RESPONSIBILITIES**

### **Team Administration**

- First point of contact for the department, dealing with telephone and Engagement email inbox enquiries and redirecting enquiries as required
- Use Microsoft Office Programmes (Word, Outlook, PowerPoint, Excel), Adobe Acrobat and CRM - Tessitura to produce correspondence, presentations and documents, and to maintain records and spreadsheets
- Produce letters of agreement via DocuSign
- Co-ordinate and monitor working stage rehearsal and ticketing requests for the season and be the point of call for Marketing / Artistic / Development
- Manage the department inventory, arranging for the sending and collection of scores, props and other equipment as required
- Produce and regularly update the Engagement Master Schedule, disseminating to the Executive and department leads on a monthly basis
- Schedule and book studio space with the correct equipment and facilities for Engagement activities according to the schedule and standards required
- Gather and collate data across Engagement work and regularly input data into the statistics spreadsheet for contributing towards the annual ACE Survey
- Support publicity drives for Engagement work, working with Marketing on distribution plans and mailing lists
- Circulate team agendas and minute meetings
- Organise couriers across the department's activities
- Arrange travel and accommodation for the team, as required
- Schedule induction activities for professional placements in the team

### **Finance Administration**

Responsible for day to day financial processing:

- Update spreadsheets of daily transactions
- Code and process payments and raise invoices according to the Company's financial systems
- Keep track of expenditure in relevant areas of budget, as assigned
- Process Engagement team and contractors' expense claims, ensuring all are valid and business-related, original receipts attached and account coded
- Reconcile credit card claims and income and expenditure
- Analyse budgets and present reports

### **CRM Data Administration - Tessitura**

- Set up new events, programmes and performances for sale in the CRM
- Establish special pricing structures or discounts on educational resources and events
- Run off reports to build class registers and mailing lists

- Use seating maps to manage ticket holds for events and manage merchandise stock levels
- Process ticket sales and contributions including monthly and annual financial reconciliation
- Process workshop bookings, raise invoices and tickets holds for each event within specified timeframe
- Maintain constituent details, review accuracy of data ensuring duplicate records are merged on a quarterly basis to maintain clean data
- Ensure all new budget codes, campaigns and production seasons are created in the CRM each financial year, in liaison with Finance and CRM Manager
- Ensure confidentiality of information by keeping confidential data private and secure

#### **Personal Assistant**

- Act as the point of contact between the Engagement Director and external contacts
- Schedule meetings and organise diary
- Screen and direct calls and respond to emails as requested
- Produce briefing notes and presentations, as required

#### **Participation Administration**

- Support the team with the administration of online [Zoom] and in person Engagement events, activities, workshops, projects, programmes
- Provide technical support via Zoom for online and streamed activities
- Support the Head of Participation with the administration of online and in person Classes for All programme at Mulryan Centre for Dance including: set up on sale dates with Marketing and sales and waiting lists CRM – Tessitura, schedule term dates, create mailer to send to mailing lists, book studios, contract artists, produce class registers, set-up surveys
- Collect data from Classes for All for business analysis and reporting
- Ensure all relevant administration processes are in place for ENB Associate Artists across Engagement programming including: New Vendor Form, IR35 assessment, DBS check, PLI insurance, annual freelancer contractor conditions of engagement, letters of agreement, equal opportunity form and current policies

#### **General**

- Be an active member of the Engagement Department, representing the team at key meetings and events as required and acting as an ambassador for ENB at all times.
- Participate in the provision of the safe working environment, adhering to the Company's Health and Safety and Safeguarding policies [etc.] always.
- Undertake any other related duties as requested by the Engagement Director.

## **PERSON SPECIFICATION**

- A team player with a positive outlook and strong work ethic
- Self-motivated with a problem-solving aptitude
- Discrete and maintains confidentiality
- Enthusiastic with a genuine interest in English National Ballet's Engagement offer

## **Experience and knowledge**

- Demonstratable experience in in the arts administration field / creative industries (desirable – dance / arts / education environment)
- Proven track record of delivering a high level of administration support
- Proven experience of scheduling and diary management
- Adept at managing a varied and busy workload with multiple priorities
- Educated to degree level or equivalent / or substantial relevant work experience that demonstrates a high level of literacy, numeracy and analytical skills

## **Skills and abilities**

- Excellent relationship building and interpersonal skills, confident and professional telephone manner
- Clear, confident communication (verbal and written) and active listening skills
- Proficient in the general suite of Microsoft Office Programmes (Outlook, Word, Excel), adobe Acrobat
- High level of proficiency in using CRM systems, ideally Tessitura
- Proven ability to set up and maintain systems and processes
- Excellent numeracy and literacy skills
- Excellent time management & efficiency skills with the ability to prioritise, plan and organise, day to day activities ensuring that deadlines and objectives are achieved
- Ability to work collaboratively with the team and across departments

## **Mind Set and Attitude**

- Acute self-awareness and empathy of others, which can be applied to a progressive and demanding arts and dance environment.
- Performance driven, with a professional and ethical approach in all aspects of your work as an ambassador for the Company.
- Positive enthusiasm for ENB and the performing arts generally
- Gravitas and the confidence to gain respect and credibility at all levels, both internally/across departments and external to the Company.

***This job description is a guide to the nature of the work required of the position, 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.***