



JOB DESCRIPTION.

JOB TITLE	Administration Assistant
REPORTS TO	Executive Assistants
DEPARTMENT	Central Administration

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity, and excites learning to make Shakespeare accessible for all.

The Central Administration team provides administrative and project management support to the Directorate, Board of Trustees and Globe Council. The team is made up of two Executive Assistants and three Administration Assistants, who are responsible for supporting Globe operations, providing clerical administration support and meeting facilitation, and ensuring efficient collaboration between all departments across Shakespeare's Globe. The Central Administration team plays a key role in the effective and professional daily operating activities cross-organisationally.

PURPOSE OF JOB

This role works alongside two other Administration Assistants to provide administrative support on a flexible basis for all departments of Shakespeare's Globe, as directed by the Executive Assistants. The three assistants work together to ensure the smooth running of this function, including covering holidays.

PRINCIPAL RESPONSIBILITIES

Diary management

- Perform tasks related to the diary management of the Directorate as directed.
- Provide diary and other administrative support to the Board as directed.

Guest management

- Meet and greet guests for meetings with senior leadership as required, including refreshment orders etc.
- Assist in the organisation and facilitation of media visits on site (including film and broadcast sessions and photoshoots).
- Coordinate senior leadership guest lists and tickets for press nights and events (including house seats and production tickets), liaising with the Ticketing and Sales team.

First point of contact

- Open and manage all incoming mail for senior leadership
- Be first point of contact for all telephone calls for senior leadership – passing on to Executive Assistants as required.
- Be the first point of contact for the info@ general enquiry email address, responding where possible and liaising with others internally where necessary and as directed.

Filing

- Ensure that all files (paper, digital and contact databases) are kept up to date and accessible within the filing systems for all senior leaders as directed by the Executive Assistants.
- Assist with archiving of materials, as necessary.
- Assist departments with filing work if required.

Travel arrangements

- To book hotel and travel arrangements for senior leaders as directed by the Executive Assistants.

Meetings (including Board): Agendas, papers, minutes

- Provide administrative support to regular department meetings, including minute-taking, where directed.

Relationships

- Maintain good relationships with all internal and external stakeholders, including the Directorate, Trustees, Globe employees and freelancers, Council members and members of the public.

Expenditure

- Process company credit card, expense returns, petty cash receipts and invoices relating to senior leaders, against budget code if required.
- Assist other departments with invoice processing if required.

Events

- Provide ad hoc support for events (including press nights, launches, galas) across the organisation – including preparations and on-the-ground.

Flexible administrative support

- Provide administrative support for departments either on a regular basis e.g. press cuttings, or when experiencing busy times, e.g. Friends booking period, as directed by the Executive Assistants. This may include data entry, making phone calls, updating the intranet, compiling press packs, sorting out post, photocopy machine, doing and presenting research etc.
- Be flexible and adaptable in the undertaking of any other related duties.

PERSON SPECIFICATION

- Good working knowledge of Microsoft Office applications in particular Outlook, Excel, and Word.
- Strong time management skills and ability to prioritise workloads.
- A professional approach with the ability to work on your own initiative in a systematic and pragmatic manner.
- Excellent administration and organisational skills and the proven ability to meet deadlines whilst working in a busy environment.
- Excellent verbal and written communication and interpersonal skills and an ability to deal tactfully with staff at all levels, whilst maintaining strict confidentiality at all times.
- A supportive team member and good team worker.
- Enthusiasm and willingness to learn.

Embodies these essential Globe ways of working:

- Committed to the principles of equality, diversity, and anti-racism and able to implement these within all areas of work.
- Supportiveness to others
- Thoughtfulness, reflecting, and problem solving
- Influencing and communicating with others

The post holder must at all times carry out their responsibilities with due regard to Shakespeare's Globe's Policies and Procedures.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Full Time / Permanent (happy to talk flexible working)

[A full set of terms and conditions will be supplied with a contract of employment]

Hours: 35 hours per week exclusive of lunch breaks. Additional hours at evenings and weekends may be required for which time in lieu may be granted. There are no extra payments for additional hours worked.

Salary: £22,000 per annum until 31 October 2021
£22,750 per annum per annum from 1 November 2021

Holiday: The annual holiday leave is 25 days pro-rata per calendar year plus Bank Holidays.

Benefits: Discount in the Globe shop and onsite restaurants/cafes; free entry to selected shows, events and activities, access to our free employee assistance programme via phone line and website; family friendly policies including enhanced maternity and shared parental leave pay; season ticket loans available; eye test scheme; cycle to work scheme; Littlebird exclusive discount; enhanced employer pension contributions after 12 months service.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes. As a term of employment, you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.