



Job Title: Operations Assistant

Hours: 25 hours per week

Salary: £25,000 pro rata per annum

Application Closing Date: Midnight on the 9th May 2024

Interviews to be held: Week Commencing the 13th May 2024

Location: Office-based at Cosmopolitan Arts Centre, Parkside House, 72 Friday Street, Leicester LE1 3BW

About Us:

Cosmopolitan Arts is a dynamic and thriving entity dedicated to curating and producing exceptional arts and cultural events. With a passion for fostering creativity and community engagement and supporting young people, we aim to bring unique and transformative experiences to our audience.

Overview:

We are seeking an enthusiastic and organised Operations Assistant to support our day-to-day operations. The ideal candidate will be detail-oriented, proactive, and able to handle multiple tasks efficiently. As the Operations Assistant, you will play a crucial role in ensuring the smooth functioning of our facility and administrative processes.

Responsibilities:

1. Administration:

- Assist with administrative tasks including filing, data entry, and document management.
- Handle timing and scheduling of sessions, managing room bookings effectively.
- Support bookkeeping activities and assist with invoicing procedures.
- Handle inbound inquiries from clients, visitors, and stakeholders, providing prompt and courteous responses.
- Assist in maintaining a strong social media presence and manage updates on the company website.

2. Facility Management:

- Support with opening and closing the building, ensuring security protocols are followed.
- Monitor building security systems and address any issues promptly.

- Tidy up after sessions and ensure the facility is clean and organised at all times.
- Assist with setting up and dismantling equipment and materials as needed.

3. Human Resources:

- Assist with HR functions such as managing employee holidays, sick leave, and employment contracts.
- Take minutes during meetings and assist with organising board meetings and staff training sessions.
- Aid in the hiring process for freelance staff and artists, handling paperwork and logistics.

4. Event Support:

- Provide support with event management paperwork and logistics.
- Assist on event days with data collection from audiences and general support with the event.

5. Business Support

- Research business development opportunities and provide insights to support strategic decision-making.
- Support in the creation of materials and resources needed for business development initiatives.

Person Specification:

(Method of Assessment: A = Application, I = Interview, T = Test, D = Documentation)

Area of Responsibility	Requirements	Essential or Desirable	
		Essential	Desirable
Qualifications	Educated to a degree level or at least 3 years of experience in an administration/ operations role	✓	
Experience and Abilities	Demonstrated ability to manage multiple tasks simultaneously and prioritise workload effectively.	✓	
	Proven track record of maintaining a high level of organisation in a fast-paced environment.	✓	
	Excellent verbal and written communication skills with the ability to interact effectively with diverse stakeholders.	✓	
	Keen attention to detail and a proficiency in taking accurate meeting minutes and conveying information clearly and concisely.	✓	
	Experience in performing administrative tasks such as filing, data entry, and document/ database management. Familiarity with office software including Microsoft Office Suite, and desirably Google Drive	✓	

	Strong customer service skills with the ability to handle enquiries promptly and professionally and able to represent the organisation in a positive manner to clients, visitors, and stakeholders.	✓	
	Ability to work effectively both independently and as part of a team, contributing positively to team dynamics and organisational goals.	✓	
	Knowledge of Arts Council England Investment Programmes and other funders.		✓
	Genuine interest in and appreciation for arts and cultural activities, with a desire to contribute to the success of the organisation.		✓
	Basic knowledge of bookkeeping practices and procedures, including invoicing and financial record-keeping.	✓	
	Experience managing social media accounts and updating website content using content management systems (CMS)		✓
	Basic knowledge of digital marketing principles and strategies to enhance online presence	✓	
	Maintain a high level of professionalism and confidentiality in handling sensitive information and interactions.	✓	
	Familiarity with event management processes and procedures, including logistics planning and paperwork management.		✓
	Uphold ethical standards and adhere to company policies and procedures at all times.	✓	
	Ability to foster an inclusive environment that values and respects individuals from diverse backgrounds.	✓	
	Valid driver's license and access to transportation.		✓
	Ability to work flexible hours, including evenings and weekends, as required by the operational needs of the organisation.	✓	

If you're passionate about arts and culture and thrive in a dynamic environment, we'd love to hear from you! Please submit your CV and cover letter detailing how you meet the person specification, when you could start, the details of 2 references and why you're interested in joining Cosmopolitan Arts to amanda@cosmopolitanarts.co.uk

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