

# **Administrator & Office Manager - Kingsgate Workshops Trust**

## **Job Description & Person Specification**

### **Aims of the Role:**

- To maintain good relationships between the Office and the Studio Users, by fostering trust and good humour.
- To make Kingsgate Workshops a good place for Studio Users by ensuring their studios are reasonably priced and pleasant, safe places to work and by communicating updates and opportunities, primarily via email.
- To maintain and manage administration systems and policies to protect us from legal and financial risk.
- Manage regular income from studio licences and ensure vacant studios are filled promptly and Efficiently.
- To ensure that quarterly electricity bills are charged accurately and that bills are paid
- To manage and report on Studio Holder debt.
- To support the director with matters of the board and to manage the onboarding and administration of the board of trustees.
- To maintain strong links between the Trustees and the activities at Kingsgate Workshops.

## **Job Description**

### **Administration**

#### Office Administration

- Act as the main point of contact for Studio Users via phone, email and face to face.
- Act as the main point of contact for external enquiries via phone, email and face to face.
- Triage any complaints from studio users or other individuals who come into contact with Kingsgate, directing complainers to the Complaints Policy where matters cannot be easily resolved.
- Manage the Office Administrator budget, processing invoices and updating the budget spreadsheet in keeping with the systems managed by the director and the bookkeeper.
- Be responsible for phone bills and broadband - ensure we have the best contract available.
- Act as the first point of contact with our IT support company.
- Oversee the administration of Studio Holders beginning and ending licences, including collecting and returning deposits, and processing Studio Sharer requests.
- Maintain and update digital and physical databases of Studio Holders and Sharers in line with GDPR policy
- Audit and obtain up-to-date Public Liability Insurance document from all Studio Users
- Liaise with the Operations Manager regarding fire alarms, security, health & safety policy, and key holder processes
- Order stationery and Office food supplies.
- Collect and distribute post for the Office and the Studio Users.
- Support the Director and Staff Team in the delivery of their roles

## Communications

- Write and send the internal newsletter to Studio Users, Office Staff and the Board of Trustees.
- Use email, website and other forms of notice to communicate important and necessary matters with studio users, including updates to policies and procedures and matters that might impact their access to and use of the building.
- Field external enquiries from other organisations and artists looking for studios.

## Governance

- Arrange and minute the quarterly Board Meetings and AGM.
- Onboard new Trustees and ensure that records are up to date with Charities Commission.
- Work with the director to ensure that policies are up to date and are ready to be presented at Board meetings as scheduled

## Finance

- Manage aged debt, chasing unpaid bills and invoices.
- Prepare monthly expected income documents with support from the Bookkeeper.
- Assume responsibility for the GoCardless direct debit system through which we take payments for studios.
- Manage the Studio Holder Deposit Spreadsheet.
- Take quarterly electricity meter readings for each studio, prepare and send invoices to Studio Holders.
- Work with the Director to oversee the annual Licence Fee (rent) and Electricity Billing review and communicate these to Studio Holders.

## Studio Programme

- Support in the planning and delivery an annual Open Studios Weekend with Studio User assistance, including evaluation of the event
- Help in the promotion of ~~Promote~~ events internally and externally, using a variety of print and digital marketing channels.
- Help recruit, supervise, and train the Events Team of freelancers to help run events
- Help with installation and decoration of spaces for Studio Programme events, including hiring technicians from our freelance pool.
- Ensure that you are kept up to date with details of the Public Programme including space availability and health and safety procedures.
- Contribute to content for social media and, where appropriate, use scheduling app to queue posts to our Instagram and Facebook pages, promoting events, open studios and exhibitions.

## Person Specification

Here are some of the tools and systems we use; knowledge of some or all of these would be helpful, but not essential:

- Microsoft Office, especially Excel and Outlook
- Google forms
- Wix
- Mailchimp
- Photoshop/InDesign or other design software

- Later (or similar scheduling apps)
- Instagram/Facebook
- GoCardless

#### Essential

- An interest in the arts
- Excellent written and verbal communication skills
- Good people skills and an interest in working with people
- Some experience of administrative tasks
- Good IT skills
- An ability to work independently and manage your own workload, according to priorities
- A willingness to get involved and learn new skills

#### Desirable

- Experience as part of a studio community
- Experience of managing budgets
- Understanding of the workings of a small charity
- Graphic and print design skills (or knowledge of how to commission graphic and print design)
- Experience of networking and/or building partnerships with external organisations and individuals
- Experience of working with a Board of trustees, including minute-taking.