



Job Description & Person Specification

Administrative Assistant

The Appointment

Pegasus Theatre is a major force in the field of youth arts and professional theatre and dance. It enjoys a national reputation for its innovative and diverse work. It is funded annually by Arts Council England, Oxfordshire County Council and Oxford City Council, and generates income through box office, charitable and trading activities.

The Administrative Assistant is a key position reporting to the General Manager, responsible for overseeing all aspects of administration for Pegasus Theatre. We would welcome applications from candidates wishing to enter or develop further skills in arts administration and necessary training will be provided.

Job Purpose

The Administrative Assistant is responsible for the administrative aspects of Pegasus, playing an important part in supporting the trustees and the senior management team as well as a central point of information for members of the public and others in the organisation.

- The Administrative Assistant is the first point of contact in the office and provides outstanding customer service to both staff and the public.
- They will provide excellent support across the organisation, including finance, HR, marketing and creative learning.
- This post is offered as a one year fixed term contract for 37 hours a week; with the core hours of 9.30am to 5.30pm, Monday to Friday. Occasional weekend or evening working may be required around specific meetings and events.

Organisational Relationship and Accountability

Responsible to Joint CEO (Resources)

Work closely with Joint CEO (Artistic), Operations Manager, Financial Adviser, Technician

Main duties

Customer Service:

- Be main point of contact for the office dealing with all incoming calls and enquires.
- Provide reception and box office cover on occasion, for example in the event of staff sickness or holiday
- Develop a working knowledge of Pegasus public programmes in order to respond to queries

Office Admin:

- Manage stationery and office systems (ie: franking and photocopying machines) including relevant contracts and budgets.
- Manage organisational filing systems – both paper and electronic.
- Regularly update Pegasus' databases.
- Develop and maintain effective archiving systems.
- Support the Joint CEO (Resources) in the management of room bookings for Board Meetings, interviews, staff meetings etc.
- Be fire trained and act as the key fire marshall for the office space.
- Support the Company Secretary with the administration of legal requirements of Pegasus and it's subsidiary company, Pegasus Theatre Productions.
- Attend and minute staff meetings as requested and distribution information accordingly.

Finance, full training provided:

- Process and file all purchase invoices and other payments including payroll, expense claims and other staff costs.
- Raise and manage sales invoicing, including chasing up payments where necessary.
- Reconcile all income and expenditure with the bank statement.
- Investigate any invoice queries and resolving issues both internally and with suppliers and customers.
- Manage and file company debit card purchases including processing purchase documentation and reconciling statements.
- Support the Joint CEO (Resources) with the preparation of financial reports and submissions.
- Raise Gift Aid claims from HMRC.

Marketing Support:

- Assist with regular marketing online listings
- Update the general organisational website information

Programme Support:

- Ensure all booking memos and contractual information is sent to visiting performing companies
- Act as the point of contact for all visiting companies, liaising with technical and marketing staff as needed
- Provide the final financial statements and process invoicing for ticket income for companies.

HR:

- Support the Joint CEO (Resources) with managing all aspects of recruitment and staff induction.
- Ensure all employment contracts, holiday forms, etc. are maintained and filed correctly.
- Support the Joint CEO (Resources) to keep company policies up to date.
- Oversee and supervise the placement of young people on work experience, training and apprenticeships.

Board Support:

- To make practical arrangements for board meetings and to service the Board by taking minutes, distributing papers and keeping track of outstanding actions.

General:

- To undertake any other duties relevant to this post as required.
- This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed with the post holder annually or at significant points for the organisation.
- To have input into theatre policy matters, strategies and business and artistic planning, as part of the theatre's policy on inclusive and consultative practice.
- All Pegasus theatre staff are administratively self-supporting with support given around specific areas of work within the individual and organisation's workplan.
- To carry out the duties of this post in accordance with Pegasus Theatre's policies including; Equal Opportunities, Access, Employment, Health and Safety and Inclusion.

Employment Terms

Remuneration	£17,750 pro rata
Contract	37 hours a week. Offered for initially a fixed-term contract for 12 months with the opportunity to extend this
Probationary period	2 months
Annual Leave	25 days and designated bank holidays (8 per annum)
Pension	A workplace pension scheme is operated by Pegasus Theatre Trust

Personal Specification

	Essential	Desirable
Experience	Customer service experience.	Managing a switchboard
	Previous administrative experience including taking minutes	Managing budgets
		Experience of improving organisational systems
		Experience of using CRM systems.
Skills	Excellent IT skills, including databases	Ability to learn new IT packages / software easily
	Excellent numeracy	Bookkeeping skills
	Good communication skills (verbal and written)	
	Accuracy and attention to detail.	
	Excellent organisational skills	
	The ability to work as part of a team	
	The ability to work under pressure, multi-task , take self-initiative and to work to strict deadlines	
Personal	A desire to provide the best level of service to	An interest in working with

qualities	everybody	young people.
	A desire to work with others, being flexible to reach shared goals	
	A willingness to undertake appropriate training	