

Job Description

Job Title:	Festivals Administrator
Location:	Cheltenham (we are currently working a combination of home and office based) We are due in our new home at the Minster Exchange by 2022
Responsible to:	Co-CEOs
Hours:	Full time 37 hours per week Some evening and weekend work during Festivals
Salary:	£20,000 - £21,500 per annum
Benefits:	<ul style="list-style-type: none"> • 33 days holiday per annum including bank holidays • Pension • Staff Ticket Allocation

Background information

Cheltenham Festivals is a charity which collaborates to create experiences which bring joy, spark curiosity, connect communities and inspire change. Our year-round schools, community and talent development programmes culminate at the town's internationally acclaimed Jazz, Science, Music and Literature Festivals.

Since the launch of the Music Festival in 1945 and the Literature Festival in 1949 (the World's oldest Literature Festival) Cheltenham has been at the forefront of contemporary British culture. The Jazz Festival was introduced in 1996 and the Science Festival in 2002.

The charity is jointly led by Co-CEOs who are responsible for live and digital content, all year-round outreach & Learning & Participation programmes, festival delivery, marketing, people and finance.

The Role

The Festivals Administrator will provide dedicated administrative support to the Co-CEOs, and wider Senior Management Team (SMT) when required, for the day-to-day responsibility of managing the organisational timelines and administration of project team meetings to achieve the overall vision; a world in which everyone can create and explore culture. This role requires a close working relationship with the SMT, and therefore confidentiality always.

Detailed Job Description

- Assist Co-CEOs to capture and administrate the 3-year strategic plan and annual action plans for all activities across the charity.

- Under the direction of the Co-CEOs to provide well-ordered systems and lines of communication across the wider charity.
- Preparation of all necessary paperwork (agendas and minutes) for weekly project meetings, bi-weekly Heads of meetings, annual festival planning days, festival reports and other ad hoc strategic meetings when required.
- To follow up actions with the SMT and Heads of teams to monitor rolling actions, to assist in setting up cross-team meetings both internally and externally
- Assist the Head of Operations in organising and running 4 festival projects aligned to the organisational project management timeline and ensure actions are assigned and delivered to appropriate staff
- To manage the post-festival wash up process organising meetings for team feedback and festival away days. Following which produce a festival report in consultation with the Co-CEOs
- To be responsible for arranging the Co-CEOs timetable during live Festival days liaising with key guests and stakeholders
- To manage and co-ordinate the Co-CEOs diaries, keep all entries current and up to date with all relevant information.
- Undertake research and provide background information for external strategic meetings and ongoing initiatives across the organisation for Co-CEOs and other members of the SMT when required.
- Communicate with key stakeholders by email, letter, and phone to a high standard
- To write, collate and edit reports/documents as required by Co-CEOs.
- To update and maintain all contact records on the central CRM database Tessitura and the event software Artifax (training will be given).
- To assist with the preparation of presentations and speeches
- To assist with general administrative tasks across the SMT to include, but not limited to, preparation of Board papers for Board meetings.

General responsibilities

In addition to the specific responsibilities of the role above, all the Cheltenham Festivals team are expected to:

- a. **Diversity and Inclusion:** ensure that our Equality, Diversity and Inclusion (EDI) policies are followed and embrace the benefits of diversity so that everyone – irrespective of individual differences in their identities, background or any personal characteristics – receives fair and equal treatment in a safe, welcoming and enjoyable environment.
- b. **Performance Improvement:** be responsible for your own performance, participate in our performance review procedures and propose better, faster or less expensive ways to do things which help our overall mission.
- c. **Health and Safety:** be responsible for ensuring the health and safety of the team and yourself by following safe systems of work, and by meeting the requirements of the health and safety policy.
- d. **Compliance and Integrity:** be compliant with the law and the Festivals' policies especially with regards to data protection and IT security and ensure other policies as advised from time to time are followed.

This job description is not intended to be exhaustive and the nature of our work and the size of our team at Cheltenham Festivals requires everyone here to be flexible. You may be required to take on such reasonable additional or other responsibilities and tasks as we need from time to time.

Person Specification

Criteria	Essential
Experience	<ul style="list-style-type: none"> • Experience of working with senior team members or trustees
Skills required	<ul style="list-style-type: none"> • Outstanding organisational skills • Excellent communication (written and verbal) and interpersonal skills • Attention to detail • Excellent IT skills (MS office suite including PowerPoint) • Ability to prioritise, work under pressure, and to meet strict deadlines • Experience in minute taking
Disposition	<ul style="list-style-type: none"> • Professional and articulate • Confident • Flexible • Persuasive • Enthusiastic about the work of Cheltenham Festivals and/or contemporary culture • Ability to work collaboratively
Qualifications	<ul style="list-style-type: none"> • English and Maths at GCSE level or equivalent

Cheltenham Festivals is an equal opportunities and Disability Confident employer who embraces the benefits of diversity so that everyone – irrespective of individual differences in their identities, background or any personal characteristics – receives fair and equal treatment in a safe, welcoming and enjoyable environment