

JOB DESCRIPTION

Membership and Office Administrator

Reports to: Director

Salary: £19,000 to £20,500

Terms: Initial 12-months contract with potential for progression

Location: CDET offices, Old Brewer's Yard, 17- 19 Neal Street, Covent Garden, London WC2H 9UY

PERSON SPECIFICATION

You will provide administrative support to our small team in a vibrant, prolific and growing organisation which provides quality assurance and membership services to institutions delivering training, education and assessment in Dance, Drama and Musical Theatre.

Located in the heart of the theatre district, our base is in a small but stylish office in Covent Garden. This is a broad role, as the scope of the organisation is wide, but essentially you will support the team in an efficient and accurate manner, looking after the office environment.

You will be the first point of contact for our membership, demonstrating consistently high levels of customer care and the ability to maintain a range of working relationships effectively. You will be the lynch pin of information, communicating it within the team as efficiently as possible. CDET is in a period of some growth, and we are looking for a person who will embrace this opportunity to prove themselves in an arts administration role, being as committed and enthusiastic as the rest of our team. You will have the following experience, knowledge and skills:

- Previous experience within an office environment
- Ideally educated to degree level or similar
- Excellent written and verbal communication skills
- A high standard of literacy and numeracy
- A confident, assured and personable telephone manner
- Sound computer skills and familiarity with *Microsoft Office* and *Outlook*
- Be well organised, accurate with a good memory and a concern for detail
- The ability to prioritise, be proactive and the capacity to multi-task
- Excellent interpersonal skills and a commitment to supporting and working with others
- A professional attitude
- A commitment to equal opportunities
- An interest in dance, drama and/or the performing arts
- A strong desire to learn, grow and bring creativity, energy and new ideas to the role.

PRINCIPAL RESPONSIBILITIES

General Office Management

- Opening and closing the office as required
- Managing the office diary
- Answering the telephone
- Greeting visitors to the office
- Monitoring and ordering stationary and all office materials and supplies
- Maintaining day-to-day running and presentation of office and staff areas
- Preparing electronic documents with colleagues and keeping records up to date
- Undertaking photocopying, printing and distribution of materials
- Purchasing, preparing and servicing refreshments for visitors to the office

- Liaising with maintenance and support companies to ensure the efficient operation of the office
- Undertaking any other duties that may reasonably be requested by senior staff

Information

- Sorting, distributing and posting incoming correspondence, parcels and outgoing mail
- Maintaining and updating mailing lists and contact details on databases
- Maintaining hard copy and electronic filing systems, mailing lists and membership databases
- Answering general queries on the telephone and by email
- Updating information on the main CDET website as required
- Updating content on other websites hosted by CDET as required
- Attending meetings and taking minutes as appropriate and as required
- Checking and proof-reading reports and preparing them onto templates
- Acting as the first point of contact for all Accredited, Validated and Affiliate membership enquiries
- Co-ordinating and collating reports, surveys and clearing processes

Organisation

- Supporting staff in the organisation of meetings, projects, seminars and special events as required (booking venues, ordering refreshments etc.) and ensuring the needs of participants are taken into account – access, dietary etc
- Booking travel and accommodation as required

Marketing, Communications & Technology

- Providing content for newsletters
- Managing the production of the print and publicity materials
- Providing content for social media as required

Financial

- Paying money into CDET's bank accounts
- Maintaining and monitoring petty cash
- Monitoring payments in liaison with the Finance Officer

Initiatives

- Assisting with the administration, organisation and execution of various initiatives which may involve occasional overnight stays by agreement.

Other

- Undertaking any other duties that may reasonably be requested by the Director and/or the Head of Education and Training

TERMS OF EMPLOYMENT

The terms below do not form part of a contract and are for information only. On appointment the successful applicant will be issued with a contract setting out the full terms of employment.

- Initial 12-months contract with potential for progression
- 37.5 hours per week. Normal office hours are from 9.30am – 5.00pm
- 22 days annual vacation (dates by agreement with the Director) plus statutory holidays
- Two months period of notice on either side subject to the successful completion of a four-month probationary period
- Salary: £19,000 to £20,500 depending on experience
- CDET operates a pension scheme
- CDET is an equal opportunities employer

March 2017