



<b>Job title</b>	Creative Programme Administrator	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	Lakeside Arts, External Relations, Registrars	<b>Location</b>	University Park Campus

## Purpose of role

The Creative Programme Administrator (CPA) provides administrative and operational support to members of Lakeside’s leadership team to ensure the smooth running of Lakeside’s year-round programme. From minuting meetings to booking venues, arranging hospitality to sourcing music scores and from preparing artists’ welcome packs to booking accommodation, they co-ordinate supporting aspects of Lakeside’s cultural programme. They will collate data to support ongoing reporting and future funding bids and prepare box office reports for artists’ payments and collaborate with the wider Lakeside team. They will liaise with colleagues externally and internally to share information and best practice.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Programme and Project Co-ordination</b></p> <p>Prepare welcome packs and liaise with all visiting creatives including professional artists, student groups and societies to ensure smooth running of events and projects.</p> <p>Support ongoing and new creative partnerships including co-productions:</p> <ul style="list-style-type: none"> <li>• Establish effective communications with/between relevant parties;</li> <li>• Book audition, rehearsal/performance spaces and schedules;</li> <li>• Source music, scripts/texts and confirm respective license agreements;</li> <li>• Book musician deputies, equipment, transport and insurance</li> <li>• Liaise with creative team members;</li> <li>• Work closely with relevant programme leads to support traineeships, placements, volunteers, family focus, and school visits;</li> <li>• Send guest invitations and collate responses;</li> <li>• Arrange petty cash and complete reconciliations.</li> </ul> <p>Assist in sourcing relevant information/marketing assets to enable creation of promotional collateral.</p>	60%

2	<p><b>Administrative Support</b></p> <p>Make room bookings and co-ordinate hospitality; correspond by email and telephone with artists/agents/schools/public; book travel and accommodation for leadership team and artists.</p> <p>Schedule and minute internal and external meetings including preparing agendas, compiling reports and circulating documents.</p> <p>Provide diary management to the Chief Executive Officer.</p> <p>Support Lakeside programming by maintaining long and short-term activity schedule plans.</p> <p>Ensure Event Sheets are completed and revised as necessary and all external and internal technical, front-of-house and catering requirements are in place.</p> <p>Use Spektrix Ticket booking, Reporting and Customer Relationship Management system to prepare event reports, update event activity data records and provide box office reconciliations to artists/agencies.</p> <p>Use Finance software to prepare invoicing as required.</p> <p>Maintain and update Lakeside's SharePoint site to ensure relevant internal and external information is available to all full, part-time and casual Lakeside team members.</p>	35%
3	<p><b>Other</b></p> <p>Comply with all University policies.</p> <p>Undertake training as may be required by the post.</p> <p>Undertake any other duties as required and appropriate to the grade and nature of the post.</p>	5%

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to communicate verbally and in writing.</li> <li>▪ Demonstrable organisational and planning skills and ability to prioritise tasks in response to deadlines and team needs.</li> <li>▪ Accurate keyboard skills and attention to detail.</li> <li>▪ Ability to work independently and use initiative to resolve complex internal and external queries.</li> <li>▪ Ability to handle confidential or sensitive information.</li> <li>▪ Excellent interpersonal skills with confidence to liaise with a wide range of internal and external people at all levels.</li> <li>▪ Strong team player and ability to thrive in lively open plan office environment.</li> <li>▪ Ability to work flexibly to meet changing demands of programme.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of relevant University software systems.</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Good knowledge and experience of Microsoft Office Suite/Office 365.</li> <li>▪ Experience of managing a diverse workload, switching between tasks and concepts quickly and easily.</li> <li>▪ Willingness to work regular evenings and/or weekends as required.</li> <li>▪ Experience of working or volunteering in a creative arts or heritage organisation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Project co-ordination experience.</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ GCSEs in Maths and English at Grades A-C/9-4 or Vocational qualification (NVQ2 Administration with Secretarial Skills) or equivalent and experience of an office/administrative environment or previous work experience in relevant role.</li> </ul>	
<b>Statutory, legal or special requirements</b>	Commitment to equality of opportunity.	



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

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| <b>Valuing people</b>     | Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.                          |
| <b>Taking ownership</b>   | Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.   |
| <b>Forward thinking</b>   | Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.  |
| <b>Professional pride</b> | Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.                    |
| <b>Always inclusive</b>   | Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic. |

## Key relationships with others

