

Administration Assistant

Full Time – Leicester

Serendipity Institute for Black Arts and Heritage is an internationally connected social enterprise that actively changes the UK artistic and cultural landscape with an innovative and inspiring high-quality programme. Serendipity is a leading arts organisation, and a key contributor to cultural practice in the midlands and nationally, by fostering high quality new work from artists, both emerging and established, that brings diversity to the forefront of cultural experiences.

Serendipity is looking to recruit an Administration Assistant. The Administration Assistant occupies a vital role within the team. They will support the day-to-day administration across all the company's work; from sorting and sending mail, to setting up meetings, and answering the phone. The Administration Assistant will be someone who enjoys being organised, working as part of a small but busy team and can balance a varied workload.

Under the guidance of the Project Manager, the Administration Assistant will support the day-to-day administration of Serendipity including:

- Answering the phone, taking messages and receiving enquiries.
- Staffing the reception desk and front of house.
- Managing Dialogue Box - promoting meeting room hire and all other bookings.
- Setting up for meetings and scheduling meetings.
- Collecting, sorting and sending post, using a franking machine.
- Answering the door, and taking deliveries.
- Managing box office and shop.
- Keeping an inventory of stock and supplies.
- Printing and collating documents.
- Database Management on audience finder, supporting Marketing.
- Supporting social media campaigns across the organisation.
- Supporting with Membership Scheme.
- Updating the Serendipity website.
- Documentation of events, including photography, data collection, questionnaires and feedback.
- Supporting with archiving and maintaining the archive of Serendipity's projects.
- Supporting events and meetings, including preparing resources.
- Research that underpins creative, educational and heritage projects

Head Office

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General	To be an ambassador and act on Serendipity's values and principles
Person Specification	We are looking for a dynamic individual who is passionate about the arts and dedicated to helping run Serendipity in an engaged and open manner.
Essential:	<p>Scheduling and timetabling.</p> <p>Ability to prioritise flexibly and manage time efficiently.</p> <p>Ability to remain calm under pressure and problem-solve promptly.</p> <p>Confidence in using Microsoft Office (Excel, Word).</p> <p>Thoroughness and attention to detail.</p> <p>Excellent verbal and written communication skills.</p> <p>Energy, commitment and enthusiasm.</p> <p>An ability to work on one's own initiative and to work independently.</p>
Desirable:	<p>Interest in dance and Black heritage and culture.</p> <p>Skills and knowledge of box office and sales.</p> <p>Research skills</p> <p>Degree</p>
Hours:	<p>To suit hours of business, including some evenings and weekends. Usually 9:30am-5.30pm (including 30 minute break), Monday-Friday.</p> <p>37.5 hours per week.</p>
Contract:	Initially six-months probationary with a review at 3 months
Salary:	£21,759 (gross per annum)
Start date:	April 2024
Deadline:	12 April 2024, 5pm GMT
Interview Date:	18 April 2024

Please send your C.V. and cover letter to Pawlet Brookes, opportunities@serendipity-uk.com.
Alternatively, if you wish to post your application our address is:

Pawlet Brookes
Serendipity Institute for Black Arts and Heritage
21 Bowling Green Street
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