SERENDIPITY
Institute for Black Arts and Heritage

Emerging Professionals Programme: Arts Administration Internship

Organisation: Serendipity Institute for Black Arts and Heritage
Location: Leicester
Contract: Fixed-Term Internship, 12-months
Hours: Full-Time, 37 hours per week (some evenings and weekends)
Salary: £12.75 per hour (equivalent to approximately £24,531 per annum, pro rata)
Reports to: Operations Director
Start Date: September 2026

About the Organisation

Serendipity Institute for Black Arts and Heritage is a nationally recognised arts organisation celebrating the richness and diversity of African and African Caribbean arts, culture and heritage through festivals, performances, education, publishing and community engagement.

Purpose of the Role

The Arts Administration Intern will support the day-to-day management and administration of Serendipity's programmes and operations. This internship is aimed at graduates who have recently completed a degree level qualification and provides practical experience across arts management, event delivery, marketing, finance and organisational administration, preparing the successful candidate for a career in arts and cultural management.

Key Responsibilities

Administration

- Provide administrative support across the organisation.
- Manage diaries, meetings and room bookings.
- Prepare agendas, papers and minutes.
- Maintain accurate digital and paper filing systems.
- Respond to telephone and email enquiries.

Programme Administration

- Assist with planning festivals, performances and public events.
- Coordinate artist contracts and paperwork.
- Support venue bookings and event logistics.
- Prepare event schedules and production documents.

Marketing and Communications

- Update mailing lists and CRM systems.
- Schedule social media content.
- Assist with newsletters and website updates.
- Distribute marketing materials.

Finance and Office Administration

- Support invoice processing and purchase orders.
- Assist with budget monitoring.
- Maintain office supplies.
- Prepare administrative reports.

Customer Service

- Welcome visitors, artists and stakeholders.
- Support front-of-house during events.
- Respond professionally to public enquiries.

Learning Opportunities

The intern will gain practical experience in:

- Arts management
- Festival administration
- Event planning
- Marketing and communications
- Finance administration
- Governance
- CRM management
- Project management
- Professional networking

Person Specification

Essential

- Degree or equivalent qualification (or working towards one).
- Excellent organisational and communication skills.
- Good Microsoft Office skills.
- High level of attention to detail.
- Ability to prioritise competing tasks.

- Positive, professional approach to work.
- An interest in the arts and cultural sector.

Desirable

- Experience in administration.
- Knowledge of arts organisations.
- Experience of event coordination.
- Experience using CRM or database systems.

What The Internship Offers

- A structured 12-month paid internship.
- One-to-one mentoring and supervision.
- Professional development opportunities.
- Access to Serendipity's programmes and events.
- A certificate and professional reference upon successful completion.

How to Apply

To apply, please submit your application using the form detailing your relevant experience and how you meet the criteria outlined in the job description.

Link to the Application: https://info.serendipity-uk.com/emerging-professionals-programme

Deadline: 20 August 2026

Any questions or inquiries should be directed to **opportunities@serendipity-uk.com** **or 0116 482 1394.**

Serendipity Institute for Black Arts and Heritage is an equal opportunities employer. We particularly welcome applications from individuals from underrepresented groups within the arts and heritage sector.