

# DANCEEAST

## Sales & Admin Assistant Job Description

July 2024

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### Introduction

DanceEast is looking for a friendly hard-working team player to join our Sales & Admin team to deliver excellent customer service and administrative support.

The Sales & Admin Assistant will play a crucial role in developing DanceEast's customer-facing and relationship-building activities, ensuring high standards of customer service, operations, and administration to enhance the experience of Jerwood DanceHouse users. As a member of the Communications & Development team, the Sales & Admin Assistant will be responsible for customer service, ticket sales, processing enquiries, managing class attendees and supporting general administrative tasks for the wider staff team at DanceEast.

### Key Relationships

The postholder will report to the Sales & Venue Manager and will be based at the Reception for most working hours. The post holder will also work closely with the Communications & Development team, and the Operations and Creative teams to assist in the smooth running of the building and programmed events at the Jerwood DanceHouse.

### Principle Responsibilities

#### Customer Care

- Assist with maintaining Reception as a friendly, accessible and welcoming environment for everyone
- Act as the first point of contact to building users and play an active part in the promotion of all DanceEast events and activities and workshops
- Ensure excellent customer service to all visitors at all times
- Provide administrative support, including answering phone and email enquiries in a timely and efficient manner
- Ensure all enquiries are handled in a friendly and knowledgeable manner
- Act as an appointed First Aider and Fire Warden (training will be provided, where required).

#### Sales & Promotion

- Actively promote DanceEast, the Jerwood DanceHouse, and all its activities, raising public awareness
- Advocate that the Jerwood DanceHouse is available to hire for dance and non-dance related activity e.g. conferences, meetings, etc., with a view to maximising income
- Highlight DanceEast's charitable status to increase awareness and support
- Ask for donations during the ticket booking process
- Support specific promotional activities as required e.g. distributing ticket deals to identified contacts.

### **Administration**

- Support the administrative needs of the box office function, e.g. creating class registers, responding to email enquiries, processing hires, etc
- Support the administrative needs of the whole organisation, including running reports for funders, inputting studio requests into room booking software, database updates, evaluation and working closely with the Centre for Advanced Training team on Sundays to support their administrative needs
- Contribute to data collection and data input tasks – both on an ongoing basis and to meet specific deadlines
- Support the administration of community projects and activity in and beyond the Jerwood DanceHouse
- Support the administration of DanceEast’s Development (fundraising) team
- Conduct research, compile customer feedback and build contact lists as required
- Support the administration of artist residencies and artist contracts, in and beyond the Jerwood DanceHouse.

### **Information & Communication Technology**

- Operate the organisation’s ticketing & Customer Relationship Management system – Spektrix
- Support effective management of Spektrix, creating reports as required
- Operate the organisations room booking software – Venue Manager
- Operate of the organisations telephone system – Avaya
- Input seasonal data into Art Council England’s Audience Data platform - Illuminate
- Extract and input data from online forms
- Comply with the Data Protection Act and DanceEast policies.

### **Other Activities**

- Attend regular and other ad-hoc meetings, as required
- Occasionally carrying out job responsibilities off-site at other venues
- Maintain an awareness of new developments, trends, and practice, and report on any subjects which might contribute to the effectiveness and efficiency of DanceEast
- Undertake other duties as may be reasonably required.

There may also be the opportunity to deputise as Duty Manager and Show Duty Manager where you will be responsible for the building, visitors and staff. Further training will be provided to undertake these additional responsibilities.

## **Person Specification**

### **Attributes**

#### Essential

- A commitment to achieving excellent standards
- A proficiency in Microsoft Office software, in particular Word and Excel
- An ability to respond to challenging situations in a calm manner
- Articulate with proven interpersonal and communication skills
- Highly self-motivated
- A creative thinker and problem solver
- Proven team player, who is adaptable to varying and changing work shift patterns.

### **Qualifications and Experience**

#### Essential

- Experience of dealing with the public
- Experience of working in a customer facing role.

#### Desirable

- A working knowledge of a ticketing system, ideally Spektrix
- A working knowledge of space planning software, ideally Venue Manager
- First Aid qualification.

**At DanceEast we are committed to creating a diverse, inclusive workforce that is reflective and representative of the diversity of our communities.**

**We recognise that difference is a strength, and our working environment is one where every individual's unique contribution is valued and respected.**

## Terms & Conditions

Rate of Pay:	£11.44 per hour.  Enhanced rates will be paid when deputising as Duty Manager and Show Duty Manager.
Responsible to:	Sales & Venue Manager.
Hours of Work:	50-70 hours per month, to be agreed, with the option of additional hours during busy periods.
Working Hours:	The hours will be flexibly worked over the month. Due to the nature of this post, evening and weekend duties will be required.
Place of Work:	Based at the Jerwood DanceHouse, Ipswich, IP4 1DW.
Holiday Entitlement:	20 days paid holiday per year pro-rata, increasing to 25 days per year pro-rata after two years of continuous employment; plus statutory UK bank holidays, pro-rata.
Probation period:	Three months.
Notice Period:	One week during probation period, rising to one month after successful completion of probation period.
Right to Work:	The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.
References:	Offers of employment are subject to the receipt of references that are satisfactory to DanceEast.
Pension Scheme:	Should you meet the required criteria, as laid down by legislation, you will automatically be enrolled into a qualifying workplace pension scheme in which both yourself and DanceEast will make monthly contributions to. You may opt out of the scheme if you wish to.
Additional Benefits:	Complimentary tickets for DanceEast productions and classes (subject to availability); Flexible and adaptive learning and development opportunities; and Staff discount at the DanceHouse café.

**This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive.**

## How to Apply

Applications should be made on the enclosed Application Form.

Please follow the instructions on the Application Form carefully. This pack contains the key information needed to make an application, and potential candidates are advised to visit the website for further information: [www.danceeast.co.uk](http://www.danceeast.co.uk)

DanceEast recognise the value of having a diverse workforce and is actively seeking to broaden the range of people represented in our workforce. We therefore welcome applications from candidates from a wide range of ages, backgrounds and lifestyles.

If you have any access needs, and/or feel you would benefit from any reasonable adjustments to allow you to fully participate in the application and selection process, please get in touch with [HR@danceeast.co.uk](mailto:HR@danceeast.co.uk).

DanceEast is an Equal Opportunities Employer and has a Diversity & Equality Plan aimed at improving the diversity of its workforce. To ensure the effectiveness of the policy and to assist in its development, DanceEast monitors all applications for employment. You are therefore asked to complete the Equal Opportunities Monitoring Form, which will be treated as confidential and used for statistical purposes only. The form will be separated from your application and remain anonymous, before your application is reviewed by the selection panel.

The [Application Form](#) and [Equal Opportunities Monitoring Form](#) should ideally be completed electronically and emailed to [HR@danceeast.co.uk](mailto:HR@danceeast.co.uk); or sent by post to Bill Armitage, Head of Operations & Resources, Jerwood DanceHouse, Foundry Lane, Ipswich IP4 1DW, marked "Private and Confidential". Please note that CV's will only be considered when attached to a fully completed Application Form.

Completed applications must arrive at DanceEast by 10am on Monday 5 August. Successful candidates will be invited to an interview at the DanceHouse on Monday 12 or Wednesday 14 August, and candidates should be available on these dates.



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