

Visioning wall



# Creative Communities Coordinator

Recruitment Pack





**Responsible to:** Head of Business Development

**Key Contacts:** Head of Business Development, Cafe Manager, Marketing, Operations, Creative, Finance Teams

**Contract:** Permanent, full or part time (0.7)

**Salary:** £27,500 - £28,500 per annum, pro rata, dependent on experience

Please apply via the online platform found on our website by:  
Wednesday 15th May, 10am.

**Interview date:** 21st May 2024

**Benefits include:** 25 holiday days per annum, plus bank holidays; stakeholder pension scheme; complimentary tickets to Albany performances; Albany CaffA discount; training and development opportunities; health and wellbeing support; hybrid and flexible working policy; access to interest-free season ticket loan and cycle scheme partnership.





## Our Hiring Policy

The Albany aims to encourage a culture where people can be themselves and be valued for their strengths and we want our team to represent the same diversity of audiences and artists we welcome into our venues every day. We are keen to hear from a diverse range of candidates from all backgrounds drawing on different perspectives, experience and knowledge. We particularly want to encourage people who have lived experience of the Black and ethnically diverse communities we serve.

The Albany will offer an interview to anyone who identifies as a D/deaf or disabled person who meets the essential criteria.

We have a dynamic and flexible internal culture that gives employees control over the way they work and supports wellbeing. We will be as flexible as we possibly can be with supporting staff to balance their work and their personal lives. We are keen to have a conversation to find practical solutions to meet candidates' own situations whilst meeting the needs of the organisation.



Babylon, 2023. Photo: Kang Ong

We believe in fair recruitment. We will ensure everyone who wants to be a part of the Albany has the resources and confidence to apply. Feel free to contact us online, over the phone or in person if you need further assistance, or require the recruitment pack or application in a different format.

Recruitment contact: Ceri Ellen Payne  
The Albany, Douglas Way Deptford, SE8 4AG  
T 020 8692 0231 ext.206; E [vacancies@thealbany.org.uk](mailto:vacancies@thealbany.org.uk)



## About the Albany

Based in the heart of Deptford, the Albany is a performing arts centre that exists to inspire, develop and support creativity in South East London.

With a year-round programme of events including music, theatre, spoken word and family performance, the Albany directly shapes activity to the needs of the local community and invites new ways to get involved with arts and culture.

With four performance spaces and a range of rehearsal space, meeting rooms and offices for community and creative businesses the arts centre also delivers award-winning programmes for young creatives and adults over 60 at risk of isolation.

Working closely with a number of partners, the Albany is driven by a commitment to collaboration with the community and artistic excellence in order to expand the ways in which people engage with creativity as part of their daily lives. Last year, 80,732 people attended performances or took part in projects at the Albany, and a further 100,239 attended community events. The Albany manages and programmes Deptford Lounge on behalf of Lewisham Council, and is co-lead of the national Future Arts Centres network.

The Albany strives to enact our six core values in every aspect of our work: [About us - The Albany](#).



**We strive to be a  
beacon and model  
for our peers across the  
cultural sector.**

We do this by being an organisation that is truly reflective of, and responsive to, the place in which we are based, and a conduit for the artists and voices from this radical borough to be visible on a national and international stage.

We believe that a sense of adventure is essential to achieving our vision. Whilst we are rigorous in our approach and celebrate our successes, we're not afraid to try something new.



Kwake Bass, 2022. Photo: Christa Holka.

In recent years we were the lead organisation for sector wide campaigns including Family Arts Campaign and Future Arts Centres, and we continue to provide advice, structure and governance for organisations such as Fun Palaces, who encourage creativity on a national scale. We are home to 25 resident companies, many of whom support and amplify the cultural activity we produce across Lewisham, including nine of the 12 Arts Council England National Portfolio Organisations based in Lewisham. We also manage the Deptford Lounge on behalf of Lewisham Council and have been the lead delivery partner for London Borough of Culture Lewisham 2022.

We have won numerous awards for our work, most recently the Mayor of London's Cultural Impact Award for our Age Against the Machine Festival, and the Time Out Love London Award for local culture for three successive years. We are a registered charity and a social enterprise, earning 60% of our own income which we reinvest in our programmes. We have strong funding relationships with Arts Council England and Lewisham, and in recent years our turnover had grown to over £3.5m annually.

**Our programme is designed by  
our audiences, participants and  
communities.**



## Context for the role

The Albany is a registered charity and social enterprise generating over 50% of our annual turnover from earned income streams. These are essential elements of our organisation, both in terms of income generation and as a community resource. We strategically keep our prices low in order to remain accessible to our community, whilst working to meet income targets.

We have an incredibly varied set of earned income services, and for many people, the business development team (café, workspace & hires) are their first point of contact with the Albany.



Orchard planting, 2023. Photo: MonkeyScience.

The Albany is a thriving Creative Workspace:

- We manage events, operations, and services across two sites: the Albany and Deptford Lounge. Roughly 60-80% of our workspace audiences are Lewisham-based individuals or organisations
- 25 resident organisations are based in our buildings, including 10 Arts Council National Portfolio Organisations – that's over 50% of all NPOs in the borough of Lewisham
- Over 35 regular bookers hire our community spaces to run their classes, workshops, meetings, and business activity
- We have a Creative Communities membership programme, with desk space starting from £5.00 per day, and opportunities to connect with our Artist Development support
- We offer over 15 community rooms for hire, including a sprung-floor studio, outdoor ballcourt, music room, and blackout space
- Our beautiful Albany Theatre with fully configurable seating accommodates year-end performances for independent performing arts schools and universities alike
- We have a lively central café, featuring Lewisham-based foods and suppliers, integrating seasonal produce from the garden, and providing a welcome space for all

## What you will be Achieving ?

This is an ideal opportunity for a highly organised person with strong communication skills and the ability to manage competing demands in a fast-paced environment. You will be equally comfortable working in an office or in a customer facing environment, taking a pro-active and hands-on approach. This role works with all teams within the Albany, so is ideally suited for someone looking to gain experience with understanding the inner workings of a community arts organisation.

Working within a small but dynamic team, the Creative Communities Coordinator will work to build and maintain relationships with our different audiences (resident organisations, café users, community hirers), as well as colleagues in the creative & operational teams to maximise engagement and income opportunities across our two venues.

You will help us **maximise our earned income** by working in a public-facing role both in person and over email, responding to enquiries and carrying these from initial advice through to point of sale.

You will help **position and promote the Albany and Deptford Lounge as a Daytime Destination** within the borough of Lewisham, by helping to market our different workspace services across café, room hire, resident offices, and co-working spaces.

**You will build on existing relationships and opportunities**, by working internally and externally to communicate clearly and keep our administrative records up to date to help us better understand our audiences.

## How will you achieve this?

### Front-Facing Work

- You will be the first-point-of-contact for all workspace enquiries by phone, email, and in person, including enquiries regarding resident offices, co-working space, café use, and meeting rooms
- You will give advice on how our workspaces accommodate different activities, checking availability, and contracting & invoicing as appropriate
- You will be a café champion, aiding in the overall presentation of the space, supporting Café Supervisors to connect with daily building activity and helping to cover café service during busy event 'pinch-points'.
- You will work closely with our Visitor Services Teams across both sites, ensuring they have the information they need to run our workspaces.

### Office Administration

- You will work with the team to ensure our public-facing materials are up to date, including working with the Marketing and Communications team to review content for website, newsletters, and social media channels

## How will you achieve this?

- You will learn about and work across multiple digital platforms, including Spektrix CRM (customer relationship management software), Artifax booking system, EPOS till system, and Kafoodle catering and menu software
- You will work with the Café Manager to coordinate stock takes, signage, stock orders, and administration relating to catering requests
- You will work closely with the Creative teams to share relevant enquiries and ensure consistent booking practice

### General

- Ensure effective administrative, monitoring and evaluation systems are in place, up to date and data is managed within organisational and legal requirements
- Support the aims and objectives of the Albany, both internally and externally, exemplifying the values of the organisation and good practice
- Work within the Albany's Health & Safety, Environmental Sustainability, Equality and Diversity, Data Protection and Safeguarding policies
- Deputise or provide cover for colleagues during absences
- Provide training and/or supervision to team members, interns or work placements as appropriate

## Outreach & Audience Building

- You will champion our Creative Communities Membership programme, proactively sharing with potential new audiences and working with all teams to develop the programme in line with our creative strategy
- You will work with the Community Hires Coordinator to build on our Regular Bookers programme by making connections with new potential audiences
- You will support the Café Manager in seeking out and engaging with new Lewisham-based food suppliers, exploring ways to connect our food offer to our wider programme

You will work with the wider Business Development team to maximise sales and significantly contribute to the Albany's earned income hires target, which funds the Albany's charitable activities







# Person Specification

## What we're looking for from you

### Essential criteria

Please demonstrate your experience with the essential criteria in your personal statement. We welcome applicants who can demonstrate experience of the following in a wide variety of ways, including with non-traditional work experience.


- Excellent IT and digital skills, with willingness and ability to quickly and confidently learn to use softwares such as Relationship and Events Management systems
- Excellent written and verbal communication skills.
- Strong organisational and time management skills, with the ability to manage a workload of multiple priorities and deadlines
- Good numeracy skills and attention to detail
- A friendly, approachable attitude, with an interest in working with a wide range of people
- Preparedness to work as part of a team, with a supportive attitude and flexibility around duties

### Desirable





- An interest in business practice within a charitable organisation
- An interest in food culture and community spaces
- An interest in working with Lewisham community individuals and organisations
- Lived experience of the communities we serve, with a specific understanding of the challenges facing Black, Asian and ethnically diverse communities

**We understand the importance of fair and equitable recruitment, and as an organisation we are working hard to ensure that everyone who wants to be a part of the Albany has the resources and confidence to apply.**

**We welcome feedback about how you found your recruitment journey with us at [vacancies@thealbany.org.uk](mailto:vacancies@thealbany.org.uk)  
We're looking forward to hearing from you**

the Albany 



The Albany, Douglas Way, SE8 4AG  
The Albany is a registered charity number 1112521  
    @TheAlbanySE8 | [www.thealbany.org.uk](http://www.thealbany.org.uk)



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