**The Albany**

**Douglas Way**

**Deptford**

**SE8 4AG**

[www.thealbany.org.uk](http://www.thealbany.org.uk/)

**Creative Communities Coordinator**

**Recruitment Pack**

**Title**: Creative Communities Coordinator

**Responsible to:** Head of Business Development

**Responsible for:** N/A

**Key Contacts:** Business Development, Marketing, Operations, Creative, Finance teams.

**Rate**: £27,500 - £28,500 pro rate per annum, dependent on experience   
**Contract:** Flexible: 28 to 40hrs per week (0.7 to 1.0 ft employment); working across 5 days/week

**How to apply:**

Please upload via the online platform found on our website by: 10am 15th May 2024

Interview date: 21st May 2024

**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.

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 Values**

1. **Open and welcoming**

We foster an inclusive space, both physically and culturally, where anyone can feel welcome and heard.

1. **A home for ideas, creativity and action**

Everyone has the potential to be creative. We believe that creativity can make real change for individuals and on urgent issues around social justice and the climate crisis.

1. **A connector of people**

We put our communities at the heart of any process. We share our knowledge to shape change and create something better for everyone.

1. **Responsive and flexible**

We’re co-operative, willing to listen and adjust our approach according to the task in hand. We love seeing amorphous ideas become reality.

1. **Committed to representing the extraordinary creativity and diversity of Deptford and Lewisham**

We are deeply rooted in Lewisham and South East London. We advocate for its residents, representing the diversity of our borough and the voices of Black and Global Majority people

1. **Adventurous and ambitious**

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

**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.

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 brand new 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 will you be achieving?**

* Working within a small but dynamic team, the Creative Workspace 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 Destinatio**n within the borough of Lewisham, by helping to market our different workspace services across café, room hire, resident offices, and coworking 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.

**Responsibilities**

**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, coworking 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 catering and 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 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 team to ensure our public-facing materials are up to date, including working with the Marketing and Communications team to review content for website and social media channels.
* 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.

**Outreach & Audience Building**

* You will champion our Creative Communities Membership programme by proactively sharing and making connections with new potential 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 support and champion the Regular Bookers programme.
* 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

**General**

* Ensure effective administrative, monitoring and evaluation systems are in place, up to date and data is managed within organisational and legal requirements.
* Contribute to team responsibilities of servicing our audiences and managing building users.
* Deputise or provide cover for colleagues during absences
* Provide training and/or supervision to team members, interns or work placements as appropriate.
* 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 policies, specifically but not limited to Health & Safety, Environmental Sustainability, Equality and Diversity, Data Protection and Safeguarding.

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.

**Person Specification**

**What we're looking for from you**

**Essential**

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 and excellent customer service skills, 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 working with Lewisham community individuals and organisations
* An interest in food culture and community spaces
* Lived experience of the communities we serve, with a specific understanding of the challenges facing Black, Asian and ethnically diverse communities

**You have reached the end of the job pack.**

**We welcome feedback about how you found your recruitment journey with us vacancies@thealbany.org.uk**

**We’re looking forward to hearing from you.**