



HIRES MANAGER

Recruitment Pack

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TERMS AND BENEFITS

WHAT WE ARE OFFERING

Job title:

Hires Manager

Salary:

£31,200 per annum

Contract:

Permanent; flexible working negotiable; minimum of 50% office-based working. This role is offered full time (40 hours)

Responsible to:

Head of Business Development



We were shortlisted for the
Art Explora Academie des
Beaux Arts Award 2023

Championing new forms of
audience engagement and
participation in the arts.

Key Contacts:

Business Development, Marketing, Operations,
Creative, Finance teams.

Benefits include:

- 25 holiday days per annum, plus bank holidays
- Complimentary tickets to Albany performances
- Albany café 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.

HOW TO APPLY

We are looking forward to receiving your application form via our [online platform](#), before the deadline of:



Timelines

Application deadline:
Monday 29 September, 10am

First interviews:
Monday 6 October

“The Albany is a perfect example of a community space; a real hub of something for everyone” Resident organisation

Feedback

We will be in touch with all candidates regardless of whether you have been shortlisted or not, but the timing of this will depend on the current status of your application.

All applicants who attend an interview will be offered individual feedback. For those not selected for interview, we can provide, on request, a short summary of what we found that the strongest applications had in common, which we hope will help you with future job applications.

OUR HIRING POLICY



The Albany aims to encourage a culture where people can be themselves and be valued for their strengths. It's important to us that our team represents the same diversity of audiences and artists we welcome into our venues every day.

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 when supporting staff to balance their work and their personal lives. We are keen to have a conversation to find practical solutions to accommodate candidates' own situations whilst meeting the needs of the organisation.

You may not have worked in a cultural organisation before, perhaps you have worked in music, events, in management & leading teams – these are all very transferable contexts. We are keen to hear from a diverse range of candidates from all backgrounds, drawing on different perspectives, experience and knowledge.

We particularly encourage people to apply who have lived experience of the Black and Global Majority communities we serve. The Albany will offer an interview to anyone who identifies as a person who is D/deaf or disabled who meets the essential criteria.

If you would like support to think about how your experience is transferable to this role; or would like to ask us practical questions about the organisation, role or the recruitment process, you can book a confidential conversation with our recruitment contact.

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

☎ 020 8692 4446 ext.206

✉ vacancies@thealbany.org.uk

ABOUT THE ALBANY

The Albany is a performing arts centre that exists to inspire, develop and support creativity in South East London. With year-round activities and events including award-winning programmes for young creatives and adults over 60, music, theatre, and family performances, our work is led by the talent and imagination of our local communities.

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, though we are looking to expand our reach.
- 25 resident organisations are based in our buildings.
- More than 35 regular bookers hire our spaces to run their classes, workshops and meetings.
- Our Creative Communities membership offers desks from £8.50 per day and artist development opportunities.

- We have 15 community rooms for hire, including a sprung-floor studio and rehearsal room, outdoor ball court, music room, and blackout space.
- Our Theatre accommodates meetings, conferences and performances for a wide array of businesses, universities, creative groups, and independent performing arts schools.
- We have a lively central café, featuring Lewisham-based foods and suppliers, and fresh produce from our garden.

In 2024:



We supported
**176 community and creative
organisations**

And offered artists
**163 hours of free advice
and support**

OUR VISION

The Albany is the engine room for people to reach their creative potential, tell their stories and define their own culture.

Together we will inspire new possibilities for positive change.



OUR VALUES

Open and welcoming

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

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.

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.

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.

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.

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.

“As a freelancer, I love having the sense of a base I can return to, a feeling of a community. The atmosphere is open and welcoming.”

Creative Communities Member

CONTEXT OF THE ROLE

We are looking 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 an understanding of the inner workings of a community arts organisation.

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



[Download our Impact Report](#)



WHAT WILL YOU ACHIEVE?

The Hires Manager will help to develop and deliver our earned income offer with a particular focus on building our commercial hire business, delivering large scale conferences, meetings, and events alongside our community space hire offers.

Working within the Business Development team, you will build and maintain relationships with a wide variety of hirers to enact the Business Development Strategy and achieve yearly income targets.

You will work in a public-facing role, responding to enquiries both in person and over email, from initial advice through to point of sale and supporting our operations team with delivery on the day.

You will help drive outreach to larger companies and organisations looking for Daytime Meeting and Conference Space, promoting our spaces and ancillary services to audiences needing a room for 2 – 250 people.

You will be able to communicate our offer clearly, both internally and externally, and keep our administrative records up to date to help us better understand our audiences.



HOW WILL YOU ACHIEVE THIS?

“The Albany holds community at its heart and the warm, welcoming atmosphere extends to everyone.”

Visiting company feedback

Outreach & Audience Building

- Proactively build relationships with new hirers, with a focus on promoting our corporate conference and meeting packages.
- Champion our Regular Bookers programme by making connections with potential new community audiences.
- Work with our Community Café Manager to promote new catering offers and food packages.
- Support and champion our Creative Communities Membership programme.
- Work with creative teams to support existing relationships and build connections with new potential audiences and partners within the framework of our creative strategy.
- Manage key relationships with our audiences, responding to queries and upselling our additional services and offers.

- Work with the wider Business Development team to maximise sales, contributing to the Albany’s earned income target, which funds our charitable activities.

Front-Facing Work

- Alongside the Creative Workspace Coordinator, act as the first-point-of-contact for all workspace and hires enquiries by phone, email, and in person, including enquiries regarding room, conference and event bookings, resident offices, coworking, and café use.
- Give advice on how our spaces accommodate different activities, checking availability, contracting, invoicing, and collecting and communicating full booking details to internal teams.
- Work closely with our Operations and Technical teams across both sites, ensuring they have the information they need to facilitate each booking.

Management Administration

- Ensure data is collected and updated, including weekly projection tracking and quarterly funding reports.
- Learn about and work across multiple digital platforms, including Spektrix (customer relationship management software), Artifax (booking system), and EPOS till system.
- Act as a key point of contact for all things Business Development, deputising for the Head of department as appropriate.
- Ensure our public-facing materials are up to date, working with the Marketing team to review content for the website and social media, and helping to create new material that will appeal to hires audiences.
- Work closely with Creative teams to build joint audience initiatives, share relevant enquiries, and ensure consistent booking practice.
- Ensure effective administration, monitoring and evaluation systems are in place and data is managed within organisational and legal requirements.

General

- 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.

REVIEW ARRANGEMENT

The Albany is a fast-developing organisation, and it is to be expected that this post may change and evolve over time. Changes to the role will be subject to periodic review in consultation with the post holder.

PERSON SPECIFICATION

WHAT WE ARE LOOKING FOR

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 administrative, IT and digital skills, with willingness and ability to quickly and confidently learn to use softwares such as Relationship and Events Management systems.
- Experience with managing events and bookable space.
- Excellent written and verbal communication skills.
- Strong organisational and time management skills, with the ability to manage a workload of multiple priorities and deadlines.

“Planning an event in a new venue is always stressful but all the Albany team was very helpful and did their best to help make our day special. ” Hirer

- 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.
- An understanding of financial targets and their importance to our work as a charity and social enterprise, with a proactive approach to achieving and/or exceeding them.
- Preparedness to work as part of a team, with a supportive attitude and flexibility around duties.
- An interest in business practice within a charitable organisation.

Desirable

- An interest in working with Lewisham-based 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're looking forward to hearing from you.

We welcome feedback about how you found your recruitment journey with us - you can contact us at: vacancies@thealbany.org.uk.



the Albany



The Albany, Douglas Way, SE8 4AG
The Albany is a registered charity number 1112521
    @TheAlbanySE8 | www.thealbany.org.uk

phf Paul Hamlyn
Foundation



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

