## The Albany

**Douglas Way**

#### Deptford

### SE8 4AG

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

**Hires Manager Pack**

**Job Title:** Hires Manager

**Responsible to:** Head of Business Development

**Responsible for:** Interns, freelancers.

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

**Contract:** Permanent; flexible working negotiable; minimum of 50% office based working.

This role is offered Full time and as a permanent contract.

**Salary:** £31,200 per annum

**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.

**How to apply:**

Please apply via the online platform found on our website by: Monday 29 September, 10am

**Interview dates:** 6 October.

**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**

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 Lewishambased, 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.

**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.

**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.

[You can read more about our Creative Strategy here.](https://www.thealbany.org.uk/news/the-albany-announces-a-new-creative-strategy/)  
[You can download our 2024 Impact Report here.](https://www.thealbany.org.uk/support-us/our-impact)

**Context for 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.

**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?**

**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 ARRANGEMENTS**

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'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 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.
* 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 criteria**

* 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.

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

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

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