## The Albany

**Douglas Way**

#### Deptford

### SE8 4AG

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

**OPERATIONS COORDINATOR Recruitment Pack**

**Contract:** Fixed term contract of 1 year

**Hours:** 40 hours per week, across 5 days

May include occasional evening and weekend work in line with events.

Shift lengths may vary depending on the nature of the event and staffing requirements, to ensure smooth handovers with the evening delivery teams. Any additional hours worked will be compensated through a TOIL (Time Off in Lieu) system on non-event days, supporting a balanced work week.

**Salary:** £28,808 per annum London Living Wage

**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; access to interest-free season ticket loan and cycle scheme partnership.

Responsible to: Head of Operations

**Key relationships:**

Venue & Events Managers, Building & Facilities Supervisor, Event Assistants, Premises Assistants

**How to apply:**

Please apply via the online platform found on our website by: Tues 30 September, 10am

**Interview dates:** Week 6 October

**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

The Albany, Douglas Way Deptford, SE8 4AG

T 020 8692 0231 ext.206; E vacancies@thealbany.org.uk

**About the Albany**

The Albany is an arts centre committed to representing the extraordinary creativity and diversity of Deptford, Lewisham and South East London. Each year over 60,000 people attend our events, ranging from music to theatre, spoken word and family performances; and take part in our award-winning participatory projects for young people and adults over 65.

Alongside four performance spaces, a bar, café, garden and coworking hub, we offer a range of low-cost rehearsal space, meeting rooms and offices for community and creative businesses. We aim to foster a welcoming and inclusive space where everyone is inspired to be creative, and where artists are supported and developed, in part through programmes such as our Associate Artists and Creative Communities schemes.

The Albany has 23 resident organisations, and manages and programmes Deptford Lounge on behalf of Lewisham Council. We are co-lead of the national Future Arts Centres network and lead partner of Fun Palaces.

The Albany was Lead Delivery Partner for We Are Lewisham, the Mayor’s London Borough of Culture 2022, with over 400,000 audience members attending over 600 events throughout the year. Also in 2022, we were appointed as Lewisham’s Arts & Culture Anchor Organisation, responsible for leading sector support initiatives, facilitating networking and amplifying the creative work happening in the borough.

**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**

**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.

[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)

**Purpose of the role:**

* As a key member of the Operations team, you will take an active part in ensuring the smooth day-to-day running of the venue. This is an excellent opportunity for someone with a background in administration and/or front-line customer service to apply their skills within a community venue.
* You will improve visitor experience: as the first point of contact on Reception. You will provide outstanding customer care to the Albany’s broad range of visitors.
* You will streamline venue administration: coordinate daily bookings, drive resident communication, direct enquiries and process payments.
* You will generate income: actively promote the Albany’s events and hireable spaces; upsell merchandise, memberships and donations.
* You will lead on ticketing and sales: put events on sale, handle ticketing demands and maintain accurate customer data. You will integrate with the Marketing team on visitor communications and analysing feedback.

**Main Objectives**

* Provide informed and outstanding customer care to all individuals
* Take active ownership of ticketing and venue administration
* Coordinate efficient preparation and delivery of events with the Venue & Events Managers
* Promote Albany facilities and events, maximising sales opportunities and income generation
* Work with the Head of Operations to ensure effective departmental and seasonal planning

**Key Responsibilities**

* Deliver an informative, efficient and welcoming service from the Albany Reception desk. Anticipate needs and support building users, whether it is their first time or hundredth!
* Be the lead administrator for our ticketing software: putting events on sale, creating offers, scheduling sales reports, managing comps and third-party allocations, user administration, data collection and reporting (Spektrix software training will be provided)
* Support the Venue & Events Managers in the coordination and delivery of hires and events, including event staff rotas, shift confirmation, signage, seating arrangements.
* Create an excellent visitor journey: collaborate with the Marketing team on audience comms, resolve complaints, actively gather audience feedback and demographics for reporting, be an accessibility champion
* Boost income by promoting our wide variety of spaces and events, developing relationships and opportunities, selling coworking memberships and asking for donations
* Ensure the highest level of presentation and good housekeeping across the front of house spaces; liaise with the Building & Facilities Supervisor on contractors and cleaning supplies
* Actively promote group sales and conduct outreach with schools, partners and community organisations, including driving sales for the Christmas show to reach targets
* Support the Head of Operations and Head of Technical with maintaining Health & Safety compliance including emergency procedures, incidents & accidents, inductions, first aid, building security, facilitating keys and fobs
* Coordinate services for resident organisations with the Building & Facilities Supervisor, including onboarding, end of tenure, operational comms and relationship management

**General Duties**

* Set and attain sector-leading service levels and best practice in all procedures
* Be an expert user of relevant software and provide training on these systems to other team members as required
* Be accountable for all monies banked on shift and the secure storage of valuables
* Maintain GDPR and financial compliance across the customer-facing strands
* Support the aims and objectives of the Albany, contributing to the delivery of the business plan and be an active member of working groups as appropriate
* Develop positive working relationships with all teams, suppliers, resident organisations and partners
* Work actively within the Albany’s policies including IT & GDPR, Access, Equality & Diversity, Safeguarding, Sustainability and Health & Safety
* Attend meetings and training sessions as required
* Undertake any other duties reasonably requested by senior management

**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 postholder.
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

* Relevant experience in a similar role or customer focused environment
* High level of computer literacy and ability to learn new systems quickly, including through self-study
* Proactive, aptitude for problem-solving and decision-making, strong initiative
* High level of self-management: well organised, systematic, able to manage time and prioritise tasks effectively
* Experience or understanding of how to plan ahead effectively, anticipating operational and event needs
* Excellent communication and negotiation skills, orally and in written correspondence
* Commitment to be responsive to the needs of diverse communities and to serve visitors with a variety of needs and abilities
* Experience of cash handling, reconciliation and banking procedures
* Attention to detail, high level of accuracy with administrative tasks
* Knowledge and understanding of Health & Safety
* Ability to adapt to a dynamic work environment, responding quickly and diplomatically to challenges and changing priorities

Desirable

* Working knowledge of event ticketing software, particularly Spektrix
* Fire Warden, First Aid, Health & Safety qualifications
* Recent DBS check or willingness to obtain one

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