



OPERATIONS COORDINATOR

Recruitment Pack

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TERMS AND BENEFITS

WHAT WE ARE OFFERING

Job title:

Operations Coordinator

Salary:

£28,808 per annum, London Living Wage

Contract:

Full-time; fixed term contract of 1 year
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.



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

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

Responsible to:

Head of Operations

Key Contacts:

Venue & Events Managers, Building & Facilities
Supervisor, Event Assistants, Premises Assistants,
Business Development team, Marketing team

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
- 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:
30 September

First interviews:
W/C 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 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.

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.

"The Albany has had a real impact on my life. I've been given a lot of opportunities to grow and explore what I want to do as an artist."

Youth programme participant

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.



[Download our Impact Report](#)



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

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

Visiting company feedback



HOW WILL YOU ACHIEVE THIS?

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 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.

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.

“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

PERSON SPECIFICATION

WHAT WE ARE LOOKING FOR

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

“The Albany is a space where creativity isn’t rushed but allowed to evolve, where the process is just as important as the end result.”

Associate Artist

- 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



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

phf Paul Hamlyn
Foundation



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**ARTS COUNCIL
ENGLAND**

