



**Job Title: Senior Administrator**

Salary: c. £25,000 dependant on experience

Reports to: CEO

Purpose: To provide dedicated, first-class administrative support to the Chief Executive and Board. This role requires a close working relationship with the senior team and requires confidentiality at all times.

**Key Responsibilities**

- Day to day responsibility of managing the organisational timelines and administration of the team meetings
- To manage the post festival evaluations and feedback and produce relevant reports in consultation with the CE/Marketing Manager
- Liaise with key stakeholders by email, letter and phone to a high standard ensuring key communications messages and appropriate stakeholder care
- To ensure that donor and stakeholder expectations across the Festivals are delivered across the organisation
- To manage Festival project diaries across the organisation to co-ordinate organisational timelines and comms
- To write, collate and edit reports/documents as required by the CE.
- Preparation of all necessary paperwork for project meetings, annual Festival Away Days and Board meetings.
- Undertake research and provide background information for meetings and development across the organisation
- To co-ordinate hospitality and VIP invitations and cultivation across the year
- To update and maintain contact records on the central CRM database Spektrix
- To assist with the preparation of presentations and speeches
- Draft correspondence and respond to enquires as appropriate
- To assist with general administrative tasks across the organisation and to ensure the smooth running of the HIF Offices.

**General Administration**

- To act as one of the first points of contact for telephone enquiries ensuring the smooth-running of the office at all times
- To support the full Festivals' event management team at various activities in the Festival's calendar.
- To act as a representative for Harrogate International Festivals onsite at Festival events and receptions
- To share responsibility for the well-being of the organisation
- To support and assist in co-ordination of all HIF events across the year-round portfolio

- To provide administrative support where required for meetings, funding applications etc.
- Any other duties as required by the Chief Executive

This Job Description is not intended to be exhaustive. Due to the size of the team and nature of the work at the Festivals, the post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied subject to the needs of the Charity.

## Person Specification

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Qualifications / Training / Competences	A good level of education and the ability to prove competence in the relevant areas of work	Educated to degree level or equivalent in an appropriate subject
Relevant Experience	<p>Experience of working with senior team members or board</p> <p>Excellent written skills, with experience of preparing reports and briefing papers</p> <p>Experience of undertaking research and assimilating and summarising complex information</p> <p>Experience of working in a high pressured and fast paced environment</p> <p>A high level of administrative skill</p> <p>Experience of developing relationships with donors and stakeholders</p>	<p>Experience of sales and marketing</p> <p>Experience of organising events</p> <p>Experience of Box Office systems e.g. Spektrix</p>
Knowledge	<p>Understanding and experience of using digital analytical systems</p> <p>Interest in the arts and cultural events</p>	Knowledge of data collection / database management
Skills	<p>Ability to maintain discretion and confidentiality at all times</p> <p>Ability to write impactful, creative copy within context, with excellent written and verbal skills</p> <p>Strong organisational and administrative skills, with a keen eye for detail</p>	

	<p>Evidence of strong interpersonal skills and the ability to work independently</p> <p>Effective problem-solving skills and ability to adapt</p> <p>Good time management and ability to work under pressure and to manage competing agendas in a fast paced environment</p> <p>Excellent computer skills including MS Office</p>	
Special	<p>A collaborative and approachable style</p> <p>Able to undertake out-of-hours and week-end working</p> <p>Current full driving license and access to an appropriately insured vehicle</p> <p>Commitment to the aims of the Harrogate International Festivals</p> <p>Commitment to equal opportunities</p>	

### Conditions of Service:

The appointment will be subject to a twelve week probationary period. After a formal assessment and assuming performance has been satisfactory, the appointment will be confirmed. Notice will be one week in writing on either side during the probationary period rising to eight weeks once the appointment is confirmed.

Office hours are 9.30am – 5.30pm. On occasions, in particular within the summer months, it is necessary to work flexibly including evening and weekends in order to fulfil the role and meet deadlines / requirements for which HIF does not make overtime payments, although lieu time is given in line with HIF Company Policy.

The place of employment is Harrogate International Festivals Office, 32 Cheltenham Parade, Harrogate, HG1 1DB and as required by HIF at other places where the organisation carries out its business.

Annual leave for this post is 22 days in addition to Bank Holidays (pro rata for the duration of the initial post).

Occasional travel may be necessary. Travel expenses will be reimbursed on the basis of the cheapest available public transport fare or at the appropriate rate for mileage established by HIF.