



ST JOHN'S SMITH SQUARE

Southbank Sinfonia at St John's Smith Square Operations Assistant

Line Manager: General Manager

ROLE OVERVIEW

This is a new role in a new organisation. Southbank Sinfonia at St John's Smith Square is the exciting coming together of two much-loved and well-respected music organisations: the orchestra - Southbank Sinfonia, and the venue – St John's Smith Square. Now operating as one organisation, with a unified management structure, Southbank Sinfonia at St John's Smith Square is a dynamic beacon of hope for classical music.

This is a crucial role at the heart of the organisation, providing administrative support to Southbank Sinfonia at St John's Smith Square, assisting the Senior Management Team and with a particular focus on supporting the General Manager and the smooth running of hire bookings.

KEY RESPONSIBILITIES

Your responsibilities will be varied, including:

- Preparing (on the basis of an agreed template) and issuing hire contracts to hire clients for Hall bookings. Ensuring contracts are issued and returned in a timely fashion.
- Liaising with the finance team to provide necessary information for deposit invoices and final invoices to be issued for all bookings.
- Liaising with hire clients to collect all necessary technical, marketing and programme information and input this in the team diary and Artifax database.
- Being the first point of contact for queries from hire clients (once initial booking has been agreed/approved by the General Manager).
- Booking in piano and organ tunings as required each month.
- Ensuring customer details in Artifax are correct and update details where necessary.
- Supporting the General Manager in producing reports from Artifax for weekly operations team meetings.
- Liaising with the House Manager & Orchestra Manager regarding service bookings for events, e.g. cleaning rota for onsite cleaning.
- In consultation with the House Manager and General Manager, updating and maintaining the log of regular maintenance activity and service.
- As required, preparing and issuing contracts to artists and partners for festivals and co-promotion events and ensuring all technical and programme information is added to Artifax and kept up to date.
- Ensuring all technical and programme information for Southbank Sinfonia events at SJSS is added to Artifax and kept up to date.
- Providing administrative support to the Senior Management Team as required.
- Undertaking administrative tasks as required to support the smooth running of the administrative team and office.
- Providing general administrative support as required for other core aspects of the organisation's operations.



ST JOHN'S SMITH SQUARE

PERSON SPECIFICATION

Southbank Sinfonia at St John's Smith Square is able to achieve all it does thanks to a dedicated, hard-working team. Within this, each colleague plays a singular role, vital to the organisation. We are now looking for an individual with real promise to join us.

We are seeking someone who is highly organised and efficient and who can keep focused in a busy and fast-changing working environment. You should be able to balance numerous priorities and fulfil them all with efficiency and style.

Essential

- Excellent organisational skills
- Knowledge of Microsoft Office
- Meticulous attention to detail
- Excellent verbal communication skills; confidence in communicating with a wide range of people
- A pro-active attitude with the ability to work as part of a team
- Strong work ethic and a positive can-do approach
- Understanding and enthusiasm for what Southbank Sinfonia at St John's Smith Square aims to achieve for both young musicians and the orchestral sector
- Enthusiasm for classical music

Desirable

- Experience of Artifax event and Ticketsolve software
- Experience of working with and managing databases
- Knowledge of classical music
- 6 months experience in a related environment

SALARY AND TERMS AND CONDITIONS

Full time – This role could be considered for job-sharing opportunities

Salary: £22,000 to £24,000

Hours: 40 hours per week, with TOIL scheme for additional hours

Annual Leave: 25 days per annum + statutory bank holidays

Probationary period: Six Months

Notice period: One Month

Start date: immediate

Location: St John's Smith Square, London, SW1P 3HA (with home working currently supported when appropriate, following government guidelines). You may be asked to work outside office hours and in other locations from time to time as required



ST JOHN'S SMITH SQUARE

HOW TO APPLY

To apply for this position, please submit a CV and covering letter, explaining your suitability for the role, to Georgia Dimopoulou georgia@southbanksinfonia.co.uk. The deadline for receipt of applications is **1pm on Monday 10th May 2021**. If you have any questions about the role, please contact Georgia by email.

Equality Monitoring

Southbank Sinfonia at St John's Smith Square strives to be an Equal Opportunities employer to ensure that no person is unfairly discriminated against in its recruitment and selection policies and procedures. We operate a name-blind shortlisting process; your name will only be given to the interview panel at the interview stage.

We actively welcome applications from Black, Asian and ethnically diverse applicants and people from a lower socio-economic background, who are currently underrepresented in our team and within the orchestral sector.

To help us to ensure that our recruitment processes are fair and to achieve our aim to be an Equal Opportunities employer, we invite you to complete and return the enclosed **Equality and Diversity monitoring form**. Completion of the questions is voluntary and you can select "prefer not to say" if you would rather not answer any question. Responses are confidential: they will not be used as part of the selection process and will not be seen by the interview panel.