

## General Assistant

### Job Description

**Responsible to:** General Manager/Marketing Manager

**Working closely with:** Relevant freelance staff

### Main Duties and Responsibilities

#### Administration

- Support the General Manager with the smooth running of Oldham Coliseum Theatre Ltd (OCT)'s administrative functions including online filing systems, online communication channels, weekly team meetings, online event and team calendars
- Support the General Manager with efficient operation of OCT's physical office space including providing reception support where necessary
- Support the General Manager with contracting of artists, technical staff and other freelancers and third-party contractors
- Support the General Manager with inputting, management and reporting of data as part of OCT's Monitoring and Evaluation framework
- Any other reasonable duty deemed appropriate by the General Manager

#### Marketing

- Support the Marketing Manager with marketing campaigns including development of marketing plans and assets
- Support the Marketing Manager with the administration of databases including stakeholder, press and distribution
- Support the Marketing Manager with managing social media platforms and ensuring content is updated and managed effectively
- Support the printing of physical assets including leaflets, brochures, posters and programmes.
- Provide administration support for OCT's Customer Relationship Management (CRM) system and the content creation of direct mailings
- Support the Marketing Manager with monitoring customer interaction with social media posts
- Any other reasonable duty deemed appropriate by the Marketing Manager

#### General

- To respond to general enquires and act and respond effectively to achieve excellent customer care standards
- To assist with Front of House and ticketing support on events, including setting up events on our ticketing platform, taking bookings, and providing information to staff and visiting companies.
- To provide production assistance on the delivery of activities
- To provide reception support at the office base
- Any other reasonable duty deemed appropriate

## Person Specification

### Essential

We're looking for a passionate, hardworking and self-motivated person to support the company's work and vision. OCT has plans to once again be a busy producing theatre; we are currently a small team with high expectations. You will need:

- An affinity for the mission, vision and work of OCT and a passion to play a key role in shaping and achieving the theatre's success
- Excellent eye for detail and exemplary administration skills
- A positive attitude with a high level of self-motivation and ability to work on your own initiative
- The skills to be a collaborative, proactive and supportive team member
- Excellent organisation and planning skills with proven ability to work flexibly under pressure, to prioritise and to meet deadlines
- The ability to communicate effectively with people at all levels, both internally and externally
- An understanding of the importance of equality and representation in the delivery of our services
- Proven IT skills

### Desirable

- Experience of using social networking for marketing purposes
- Working knowledge of the Microsoft Office Suite, Website content management systems such as WordPress or Umbraco, CRM/Ticketing systems such as Spektrix or Tessitura
- Experience of providing an inclusive welcome and high quality of customer service

## Terms and Conditions

<b>Salary:</b>	£24,000 pro rata
<b>Terms:</b>	Fixed Term contract
<b>Hours:</b>	35 hours per week
<b>Location:</b>	Office Base (remote working to be negotiated)
<b>Holidays:</b>	30 days per annum inclusive of bank holidays
<b>Duration:</b>	Six months (initial contract may be extended)
<b>Probation:</b>	Three months
<b>Start date:</b>	October 2024