

### Job Description

<b>Job Title:</b>	<b>Operations Assistant</b> <b>Full-time, permanent contract</b>
<b>Location:</b>	<b>109-111 Bath Road, Cheltenham</b>
<b>Salary:</b>	<b>£17,000 per annum + 5% employer's pension contribution, childcare vouchers, staff ticket benefits</b>
<b>Working Arrangements</b>	<b>Evening and weekend work required in line with the Festivals. No overtime paid but time in lieu</b>
<b>Responsible to:</b>	<b>Operations Manager</b>
<b>Responsible for:</b>	<b>No direct reports</b>
<b>Holiday:</b>	<b>25 days per annum pro-rata. The holiday year is January to December</b>

### Background information

Since the launch of the Music Festival in 1945 and the Literature Festival in 1949, Cheltenham has been at the forefront of contemporary British culture. The Jazz festival was introduced in 1996 and the Science Festival in 2002. The Literature Festival is the largest of the four festivals.

Underpinning all the work of the Festivals is our Education and Outreach programme which enables over 25,000 school children to access the very best in arts and science and drives the core purpose of the Charity.

Cheltenham Festivals raises approximately 50% of its income from fundraising activities and 50% from ticket sales.

Cheltenham Festivals is a registered charity and a company limited by guarantee. The Board of Directors, who are also the Trustees, are elected by the members of the company. They include the Chair of each of the festival advisory committees.

Each Festival programming team works closely with the Directors of Festivals, Education, Development & Marketing as well as Finance, Operations and HR to achieve the objectives of the organisation. The Senior Management Board (SMB) reports directly into the Board of Trustees.

The post of Operations Assistant is one of 6 posts in the Operations Department.

## The Role

The Operations Assistant provides operational and administrative support across all festivals, plus supporting year round education activities. The Assistant will be a proficient user of both Artifax (event software) and Tessitura (CRM) databases in order to standardise processes across the departments (training will be given). Working collaboratively with the Operations Coordinators, the festival teams and in consultation with the Operations Manager, the Assistant will work to ensure that administrative pinch points are well managed across the year.

## Detailed Job Description

To provide administrative support across all festival teams, to support the project plans and operational delivery of Jazz, Music, Science and Literature Festivals. This will include, but is not limited to, the following:

- Assisting with event advancing to include sourcing artist images/EPKs, ordering merchandise and organising artist catering, arranging instrument hire and tuning and extra rehearsals (Jazz and Music)
- Assisting with the speaker form process to include ordering books, and managing speaker presentations (Literature and Science)
- Assisting with the complimentary ticket request process
- Assisting in collating, reading and distributing technical and hospitality riders to internal staff and external contractors and highlighting concerns should renegotiation need to take place
- Assisting the Operations Manager and external Production Company in arranging event production, including but not limited to, booking venues, arranging artist catering, booking staging and seating.
- Assisting with travel arrangements for festival participants, and booking/hiring festival cars/vans as appropriate
- Ensuring event related admin is completed accurately on Artifax and to standard
- Assisting in the preparation and distribution of practical information to all participants..
- Collating and distribute foreign performer information before each festival (including letters of invitation), plus end-of-year summary
- Tracking, processing and reconciling supplier fees/invoices
- Maintaining shared inboxes and forwarding programme submissions where appropriate
- Providing administrative and proof reading support for the preparation of festival brochures, web pages, i.e. checking tickets, titles, times, event codes, etc.
- Providing administrative support for ad hoc exhibitions and installations at the Festivals
- In consultation with other departments and the Operations Manager, ordering furniture for festival sites and maintaining accurate records of furniture and equipment owned by Cheltenham Festivals.
- Collating and submitting PRS returns post-festival
- Maintaining the administrative elements of the volunteer programme, including managing databases and assisting with the recruitment and interview process and supporting the Volunteer Coordinator during the festival where necessary
- Administering the Jazz Festival food traders, collating information and updating databases, passing on relevant information to the external Production Company with appropriate
- Assisting with ordering festival cash, per diems and food vouchers
- Assisting with the set up and running of the festival site office during festivals.
- Ensuring key festival documents are up to date each year e.g. contract templates, cover letters'
- Arranging meetings, circulating agendas and taking minutes when requested
- Working with the Programming teams to support the post-festival evaluation process
- Compiling and processing environmental data for submitting to our sustainability partners

## **General management**

The Operations Assistant will:

- Be responsible for ensuring the health and safety of the team and yourself by following safe systems of work, and by meeting the requirements of the health and safety policy.
- Ensure that the Festivals environmental, equality and other policies are followed and actively practiced
- Participate in Cheltenham Festivals' agreed performance appraisal system, use the data systems and management systems in place, currently Tessitura and Artifax.
- Ensure you are up to date in your area of specialism including new developments

This job description is not intended to be exhaustive. The post-holder will be expected to take on responsibilities and tasks as the strategy and Festivals develop (in consultation with the post-holder)

## **Personal Specification**

<b>Criteria</b>	<b>Essential</b>
Skills required	<ul style="list-style-type: none"><li>• Excellent inter-personal and communication skills both written and verbal</li><li>• Excellent IT skills in all Microsoft office functions especially excel</li><li>• Ability to learn and use database software to a high level (training will be given)</li></ul>

	<ul style="list-style-type: none"> <li>• Meticulous attention to detail</li> <li>• Methodical and process driven</li> <li>• To be well organised and manage own time effectively</li> <li>• Ability to prioritise, work under pressure and to meet strict deadlines</li> <li>• Numerate</li> </ul>
Disposition	<ul style="list-style-type: none"> <li>• A completer /finisher</li> <li>• Must enjoy working with bespoke software</li> <li>• Enjoys following process and procedures</li> <li>• Calm in fast-paced working environments</li> <li>• Enjoy working independently as well as part of a team</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Working in a Festival environment</li> <li>• Interest in the Arts/Science</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• Degree or equivalent experience</li> </ul>