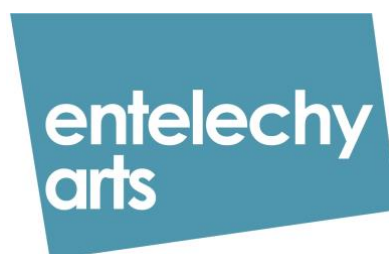


Entelechy Arts

Administrator & Marketing Coordinator

## Job Pack & Job Description



### Job summary

An exciting opportunity to join Entelechy Arts and play a pivotal role in supporting the charity to create and deliver pioneering artistic programmes with its communities. This key role will work closely with the General Manager to support office and team administration for the charity and across our programmes, as well as coordinating external marketing and communications. You will nurture a welcoming, supportive and efficient office environment acting as a key contact across the teams, providing administrative support and a public face for an exciting range of programmes.

**Contract: 37 hrs per week (1.0FTE), £24,000 - £26,000 (dependent on experience).  
Permanent.**

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### If you need this information in a different format please contact:

Christine by email [Christine.lee@entelechyarts.org](mailto:Christine.lee@entelechyarts.org) or by phone 07860  
740033

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### About Entelechy Arts

Entelechy Arts is a charity based in Lewisham, South East London. We produce projects which powerfully test the boundaries between art, creativity, care, wellbeing and community.

We believe in the creative power of the individual, and that everyone should have the opportunity to contribute to the cultural life of their local community, regardless of any limitations they may be experiencing. This richness in sharing stories and experiences of those who can often feel underrepresented, encourages stronger communities, changes perceptions, and ultimately helps people live healthier, happier and more connected lives.

We produce vibrant and important cultural programmes, created by and for the communities we work with, namely isolated older people and those living with profound and multiple disabilities, enabling them to play an active and visible role in the creative life of their community.

Entelechy Arts has a strong reputation both nationally and internationally developing new ways of supporting isolated groups to connect with and enrich the lives of their communities.

We have 30+ years experience of creating performances with and for diverse groups of participants and audiences, many of whom would not ordinarily have engaged in, or experienced, high quality arts projects. This includes the street work *Bed* that reached audiences of 100,000+ across the UK with older women in their nightclothes 'abandoned' in high streets, parks and public spaces. *Memory and Place* saw older performers, many of whom were living with dementia, participate in a creative takeover of the old Elephant and Castle shopping centre in south London. *Wilderness Tales* brought nursery school children together with adults with profound and complex disabilities and isolated older people in a celebration of wild open spaces. Notable collaborations include work with the Albany and Lewisham Council in delivering the 3 week *Age Against the Machine* festival, a London Mayor Cultural Impact Award winner. The festival included co-producing *The Home*, a 48 hour 4 star reviewed immersive theatre work by artist Christopher Green, a timely critique of residential care and older people.

April 2020 - March 2021 has been a significant time for the organisation, as the covid-19 pandemic has had a devastating impact on the communities we work with and required us as an organisation to entirely re-shape our programmes to respond to this global crisis. In amongst the unprecedented challenges, we have worked with our communities, many of whom have been disproportionately affected by the pandemic, to bring vital connections, creativity and joy. Our work has never been more important.

A summary of our programme between April - December 2020:

- For older isolated communities, we delivered: 532 creative 'Cluster' sessions with 954 attendances, weekly radio show with the Albany curated and hosted by participants with 9,770 listens, a radio play with our elder theatre company, 250 'Gnomes at Home' creative boxes, 35 doorstep performances, 476 music phone calls to people living with dementia, 538 postal deliveries, 1,076 wellbeing calls.
- Ambient Jam: 20 workshops by zoom, 36 sonic letters created, 50 creative care package 'Rhythms of the Day', socially distanced doorstep improvisations.

*"Entelechy has produced twenty years of quietly transformational practice with people of all ages and abilities. Entelechy's ability to couple imaginative and daring arts work with listening and empathy, connecting people who can be profoundly isolated from their communities and unlocking creative energies, has earned them enormous respect." - Paul Heritage and Rosie Hunter, The Point of Culture, Gulbenkian Foundation 2014*

We have ambitious plans for our future and the future of those with whom we work. This includes developing our associate artist and commissioning programme, testing franchising models for strands within our programme, developing our practice in social prescribing, extending the reach of our local projects, producing high profile public productions including *Theatre of Wandering* for Coventry City

of Culture 2021, and continuing our important role in contributing to conversations around policy in the arts, health and community sectors.

Entelechy's finances are in a good state. The organisation is an Arts Council England National Portfolio Organisation (NPO), as well as receiving a main grant from London Borough of Lewisham. A key priority for the organisation will be to further diversify its funding, to secure the growth and development of the company in the light of further funding cuts from statutory funders expected.

Since its formation in 1989 as New Moves, Entelechy Arts' practice has grown from strength to strength. With a new Director appointed in 2020, we are entering an exciting phase in the company's development and are now looking to strengthen our core team to support this growth. You will be joining a small, passionate and experienced team and will have great opportunities to learn more about creating artistic work which ultimately contributes to stronger, happier and healthier communities. [www.entelech्यarts.org](http://www.entelech्यarts.org)



## Application Process

To apply, please send your application consisting of:

- C.V. (max two sides A4), and
- a covering letter (max one side A4). Please include reference to the skills, experiences and attributes listed in this pack.

Please send to our General Manager [christine.lee@entelechartyarts.org](mailto:christine.lee@entelechartyarts.org) by **9am, Tuesday 20 April 2021** with the subject line: "Admin/Marketing Application: [YOUR NAME]"

Interviews will be held Monday 26 April, ideally in-person, in a covid-safe way, at our office in the Albany, Deptford.

Every day we work with people from a wonderful, wide range of backgrounds, and we are keen to hear from a diverse range of candidates with different perspectives, experience and knowledge. We are actively trying to diversify our staff workforce. We particularly welcome interest from Black, Asian, Minority Ethnic and disabled candidates.

If you have any questions or if you would like any support with your application, or at any point in the recruitment process, please get in touch with Christine on 07860 740033 or [Christine.lee@entelechartyarts.org](mailto:Christine.lee@entelechartyarts.org)

## About the role

### 1. Key and Desirable Attributes:

#### Key Attributes

##### Excellent Administrator

- Minimum 12 months experience of working in an office/remote office environment.
- Happy to be the go-to person for computer and office-based questions
  - Excellent IT skills: confident in Microsoft Outlook, Word, Excel
  - Eager to support the running of an organised office
- Fantastic eye for detail and ability to work to deadlines
  - Highly organised: confident at using and championing organisational systems
  - Thorough: great attention to detail
  - Excellent time-management skills
  - Diary management
- Experience of supporting basic finance functions
- Able to take accurate minutes

##### Experienced in Marketing and Communications

- Demonstrable experience in marketing and communications, ideally including:
  - Writing, creating and managing social media content
  - Writing, creating and updating website content for WordPress
  - Writing, compiling and editing newsletters by Mailchimp
  - Liaising with partner organisations or venues to provide marketing information
- Co-ordinating Internal email communications, including:
  - Circulating updates to teams, including staff, project teams of volunteers
- Skilled copy writer and experience of proof-reading

##### Thoughtful Communicator

- Always thoughtful in how you connect with others
  - Excellent communication skills: provides clear, appropriate and accurate information on phone, in person and in writing.
- Team player and keen to collaborate with colleagues

##### Understanding range of access and support

- Can use a range of skills to make others feel comfortable
  - Excellent interpersonal skills: ability to create a warm and welcoming office space and interact with a wide variety of people of different ages and backgrounds.
- Flexible and adapts well to change
  - Relishes making things better and more efficient
  - Ready to be adaptable in a changing workplace

##### Passionate about making a difference

- Passionate about contributing to work that's making more equal, connected and engaged communities

### **Desirable attributes**

- Experience of using and maintaining database/CRM
- Experience and/or training of making resources that are highly accessible considering a range of needs that audience/users may require
- Passionate about art and creativity
- Experience using Salesforce
- Experience working with vulnerable adults
- Experience of creating and editing videos
- Experience of compiling monitoring and reporting – e.g. attendance reports or Google Analytics
- Experience working with volunteers
- Experience of using archival material to create thoughtful content

### **2. Key Responsibilities**

- General administration tasks attached to the smooth running of the charity including arranging meetings, taking minutes, preparing papers.
- Office and premises administration.
- General programme support including some research tasks.
- Marketing administration and coordination including website, newsletter and social media
- Financial administration including collating receipts, managing invoices and looking after banking administration
- Database and records
- Team support including diary management support for Director

### **3. Key Tasks**

#### Team support

- Circulating dates and maintaining the office calendar with programme delivery, events, staff working hours.
- Answering phone and responding to enquiries by email.
- Welcoming and supporting participants and volunteers.
- Supporting events, training and rehearsals.
- Monitoring dates of CRB checks and supporting application process.
- Taking minutes at team meetings.

#### Office and premises

- Maintaining a comfortable and tidy office space.
- Supporting keeping a Covid-safe working environment
- Monitoring and ordering stationery and refreshments supplies.
- Liaising with IT support.

## Marketing administration and coordination (approx. 1 day per week)

With the support of the wider Entelechy Arts team:

- Writing, creating and managing social media content chiefly on Twitter, Facebook, Instagram and LinkedIn
- Maintaining and updating the website (WordPress) including creating new pages, layouts and content.
- Writing, editing and curating copy for Website and other platforms in a way that priorities supporting our communities to have a voice and a platform
- Writing, compiling and editing newsletters by Mailchimp
- Creating basic print in house including marketing fliers/information for projects and programmes
- Working with photographers/designers to create new print
- Keeping the wider Entelechy Arts family up to date including volunteers and freelance artists

Please note, we have scheduled a larger update to the website for later this year.

## Financial administration

- Supporting Finance Manager with basic tasks, e.g. tracking some invoices and payments.
- Handling cash and cheques, e.g. receiving some payments from activities, reimbursing volunteer expenses
- Depositing cash and cheques at bank

## Database and records

- Keeping the database and records up to date: data entry and tracking/collation of registers, participant information, team and supplier records.
- Filing and digital filing systems are well maintained especially our CRM (Salesforce)
- Ensuring programme outputs are archived and accessible: pictures, films, marketing etc.
- Supporting evaluation process by collating programme files with relevant data and outputs.

## Programme support

- Providing programme information to members, participants, carers and volunteers.
- Booking travel and meeting/rehearsal rooms; arranging food/refreshments.
- Issuing and tracking artists' contracts.
- Issuing relevant paperwork, e.g. registers and data collection forms.
- On-the-ground events support, as required, e.g. welcoming participants, collecting feedback.

## General

- Attend staff meetings.
- Undertake any other reasonable tasks and activities as may be required from time to time.

#### 4. Terms

- Full time role 37 hrs per week (1.0 FTE)
- Normal office hours are 9.30am – 5.30pm, Monday to Friday (with one hour for lunch)
- £24,000 - £26,000 depending on experience
- 25 days holiday plus public holidays
- Pension (8% consisting of 4% employee + 4% Entelechy Arts contributions)
- This is a permanent contract
- 3 month probation period
- Normal place of work is the Albany, Deptford (SE8)
- Flexible hours and remote working options can be agreed, but we expect that the majority of this role will take place in the Entelechy Arts office in normal working hours, owing the nature of the role.
- DBS required