

Job Description

Job title	Projects and Events Assistant
Reports to	Marketing Officer (Courses)
Responsible for	No line management responsibility
Department	Marketing and Student Recruitment
Location	The majority of the Theatre School's activities are based at the School's Downside Road site. Occasional work from home is permitted subject to approval from the line manager.
Hours	This is a 0.6 FTE role equating to 24 hours per week including a 30 minute paid lunch break each day. Occasional evening and weekend work (for example at open days or open evenings) is expected for which there is reasonably arranged time off in lieu.
Salary	£14,100 per annum (£23,500 per annum pro rata) paid by BACS monthly in arrears
Pension	4% employer and employee contribution after 3 months' service into workplace pension administered by the People's Pension
Holidays	25 days per academic year pro rata plus bank holidays, plus reasonably organised and pre-agreed time off in lieu.
Notice Period	One month
Probationary Period	Six months

Duties and responsibilities	<p>Overall Responsibilities</p> <p>The Projects and Events Assistant is a key member of the Marketing and Student Recruitment team. They provide dedicated administrative support to a range of projects relating to student recruitment, outreach and events management which is crucial in the School meeting its student intake, widening participation and engagement targets.</p> <p>Events support</p> <ul style="list-style-type: none"> • Support the delivery of open days and visits- e.g. handling bookings, creating registers, printing signage, setting up refreshments etc.
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- Manage the logistics of the School's attendance at external recruitment events – for example arranging couriers, booking hotels and arranging transport.
- From time to time, represent the School at community engagement events and deputise for the Recruitment Officer by attending school and college careers fairs.
- Where required, support the delivery of other events across the School e.g. showcase events, alumni reunion events, fundraising events or galas etc.

Enquiry management and customer relations

- Respond to a range of enquiries received in the central student recruitment inboxes, including those relating to visit opportunities and requests from schools and colleges.
- Respond to a range of enquiries received in the central ticketing inbox, including allocating complimentary tickets to staff, students, trustees, donors, press and industry, according to agreed protocols.
- Respond to a range of departmental telephone enquiries.
- From time-to-time, provide tours of the School site to visitors as requested (e.g. alumni, donors etc).

Project support

- Maintain up-to-date contact lists for schools, colleges, alumni and charity partners;
- Undertake desk-based research, particularly researching the careers of School graduates/alumni;
- Create surveys in Google Forms to support market research and send out evaluation surveys to participants and alumni;
- Support the marketing function by proof reading a range of publications and web pages;
- Provide support to the Marketing Officers in scheduling photoshoots, booking photographers, attending recess etc.

Administration

- Undertake ad-hoc departmental mailouts, liaising closely with reception staff to arrange collections;
- Manage the prospectus fulfilment process, sending out copies in the post and monitoring requests;
- Manage the School's stock of print publications, ensuring usage is accurately recorded, liaising with external distribution companies as required.
- Collate timesheets and the return of forms from student ambassadors after open days etc.
- Provide ad hoc support in the smooth running of the department e.g. setting up for events, undertaking stock checks, placing orders to replenish supplies etc.

	<ul style="list-style-type: none"> Undertake other reasonable administrative duties that are commensurate with the job role. <p>Financial Control / budget responsibility To work within budgets agreed with the departmental manager.</p> <p>Internal Interfaces All staff at the Theatre School but particularly the Receptionists, Admissions Administrators, Higher Education Administration Manager, Finance Officer and Finance Assistant etc. The role is line managed by the Marketing Officer (Courses) but will also provide support to the Student Recruitment and Outreach Officer.</p> <p>External Liaison Staff at schools, colleges and HE providers; BOVTS alumni; attendees at BOVTS events and productions etc.</p>
<p>This is a description of the job as it is presently constituted. It is the practice of BOVTS to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.</p>	

<p>Person specification</p>	<p>Important to us:</p> <ul style="list-style-type: none"> Level 3 qualifications (A-levels or equivalent college course) or substantial administrative experience. A minimum of two years' experience working in a relevant role or roles – either administration or events support. Good literacy skills – a close attention to detail and an ability to respond to a range of written email enquiries, varying the tone or style as appropriate. Experience of using MS Word, MS Excel and MS Powerpoint; capable of using online forums or help functions to complete more complex activities. Basic numeracy and data skills – an ability to produce simple charts in MS Excel, and to use basic formulae. Experience of working in people-facing roles and a good telephone manner – personable and welcoming, but also capable of being firm whilst maintaining politeness. Ability to work under pressure and prioritise a busy workload whilst maintaining a highly organised and methodical approach An understanding of the importance of data protection (GDPR) and experience of following procedures to protect customer data. A collegiate and supportive approach.
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	<p>We're also interested in:</p> <ul style="list-style-type: none"> • Experience of working in a post-16 education setting, outreach or public engagement. • An understanding of the UK Higher Education landscape including the student decision-making journey. • An appreciation of the importance of widening participation to UK Higher Education, and awareness of equality, diversity and inclusion matters. • Experience of using cloud-based collaborative platforms (e.g. MS SharePoint or Google Drive) and associated apps (e.g. MS Forms or Google Forms).
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<p>Equal Opportunities</p>	<p>Bristol Old Vic Theatre School's approach to Recruitment and Selection:</p> <p>We aim at all times to recruit the person who is most suited to the job. Recruitment will be on the basis of the applicant's abilities and individual merits, measured against the job criteria and competencies.</p> <p>Equality & Diversity The Theatre School recognises the positive value of diversity, promoting equality and challenging unfair discrimination. We welcome applications from those currently underrepresented in our own workforce and across the wider arts and training sectors: these include, but are not limited to, people who are culturally and ethnically diverse and experience racism in our society, those with LGBTQ+ identities, neurodivergent and/or D/deaf and disabled, those with caring responsibilities and those who have experienced socio and economic barriers.</p> <p>We will not discriminate or tolerate discriminatory behaviour on the grounds of age, disability, educational background, gender, employment status, ethnic origin, marital / partnership or family status, race, religion or belief, sex, sexual orientation, social class, transgender, working pattern or any other irrelevant factor in any aspect of employment.</p> <p>We are committed to employing disabled people, and reasonable adjustments will be made to the recruitment procedure to ensure that no-one is disadvantaged because of their disability. If a disabled person is appointed, reasonable adjustments will be made to the workplace as far as possible, including premises & equipment, duties, practices or policies.</p> <p>Selection & Assessment We use a range of methods at the interview stage to assess candidates against objective job criteria contained in the job description and employee competencies applicable to the role. The purpose is to</p>
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	<p>accurately predict a candidate's ability to perform the job in question. All interviews will be undertaken by a panel of two or more people, and we will endeavour for the panel to be representative of society. Selection panels will keep written notes on each applicant recording reasons for decisions taken. These are disclosable to the applicant. All disabled applicants (as defined by the Equality Act 2010) who meet the essential criteria as defined in the job description will be guaranteed an interview.</p> <p>We are committed to improving the diversity of our workforce. Where two candidates are equally scored following interview or assessment, positive action will be taken and we may appoint a candidate with a protected characteristic which is underrepresented within the Theatre School.</p>
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