



## JOB DESCRIPTION

<b>Job Title:</b>	Administration Assistant (Programme) Full-time 37.5 hours per week
<b>Reports To:</b>	Programme Officer
<b>Key Relationships:</b>	Creative Director, Senior Curator, Creative Learning Manager, Programme Officer, Marketing Team, Technical Team, Box Office Team, Operations Team, Finance Team.

The MAC seeks to play a leading role in making Northern Ireland a creative and confident place that celebrates diversity.

Our mission is to inspire everyone who experiences the MAC (and that includes people who work with us); to create unforgettable experiences that change people's view of their society and their place in it; to create a space that kick starts connections between people, and between people and art, and to reach further into society to those who live with the worst effects of inequality and division.

At the MAC we are passionate about everything we do. We want people who share that passion for delivering the highest possible level of performance in everything that they do - people who are open to ideas, to collaboration, to challenges and to new ways of thinking.

If you're a high-performing person inspired by our vision and mission and are passionate about working hard to help us achieve these, we want to hear from you.

If successful, you will be joining a highly motivated professional team which prides itself on delivering outstanding results and having some fun along the way. We work hard here, respect our colleagues, develop our team members, and do whatever's necessary to make the MAC the best that it can be to make it a great place to visit and work in.

### **Main purpose of job:**

Reporting to the Programme Officer, the postholder will provide administrative support to the Programming Department: Visual Arts, Live Events including theatre, dance, music, comedy, and Creative Learning.

The postholder will have great interpersonal skills with strong problem-solving abilities and will thrive when working in a fast-moving environment. Excellent communication skills are crucial as is a strong attention to detail. You will need to successfully manage the competing demands on your time within this busy multi-use arts venue to ensure effective working and timely reporting. Finally, you will be passionate about furthering the MAC's mission, vision, and values and will embrace all elements of its organisational culture.

### **Job Responsibilities:**

#### **Administration**

- Primary responsibility for providing administrative support to the Programming Department in line with the delivery of the MAC's Strategic Plan.
- Data collection including regular updating of financial information; audience, participant, and visitor numbers; space usage for those attending Programme related events; feedback including evaluation, narrative, media coverage, photographs, and post event reviews.
- Assist with the administration of the contracting and tracking of the programme of events including, scheduling room bookings, rehearsals, logistical arrangements for visiting performance artists and production companies, settlements and payments and use of Artifax, the MAC's venue management system.
- Assist with the sourcing, replenishing, and inventory management of associated programme materials.
- Provide administrative support to the Creative Director and other key members of staff regarding the budgetary management.
- Assist in the compilation of Board reports as required.

## **Communication and working with others**

- Liaise with the Operations Team and Technical Manager and other MAC internal users to aid smooth event management
- Assist the Marketing and Box Office Teams by providing appropriate and timely details of visiting companies and events.
- Liaise with the Finance Team to ensure regular and timely updating of financial information for reporting and budgeting requirements.
- Attendance at Programme and wider MAC team meetings as required.

## **General**

- Assist with Programme development research as required.
- Contribute as required to the development of the MAC's Programming Strategy and administrative systems and processes.
- Work with the broader team to consistently deliver exceptional customer care standards.
- Undertake any other reasonable duties as specified by the Creative Director.

*This list is for guidance only and is not exhaustive. The post holder will also be required to carry out other reasonable duties as required by the Creative Director and Senior Leadership Team.*

## PERSON SPECIFICATION

### Job Title: Administration Assistant (Programme)

Quality	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• 5 GCSEs including Maths and English at Grade C or above, or 3 years' administration experience in a busy office environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to A Level standard or equivalent.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• A minimum of 2 years' administration experience in a busy office environment.</li> <li>• Experience of working with a wide range of internal and external personnel to build collaborative relationships.</li> <li>• Competent in the use of all Microsoft Office software packages – particularly Excel.</li> </ul>	<ul style="list-style-type: none"> <li>• 1 year's administration experience gained within the Arts/Entertainment industry.</li> <li>• Working knowledge of the issues relating to programming a multi-disciplinary arts venue.</li> <li>• Experience in using Artifax or other event/venue management software.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Working knowledge of developing and managing filing and administration systems.</li> </ul>	Working knowledge of the arts environment in Northern Ireland and beyond.
Skills and behaviours	<ul style="list-style-type: none"> <li>• The ability to establish and maintain excellent working relationships.</li> <li>• Personal commitment to achieving high performance within the workplace.</li> <li>• Maintaining a high degree of quality and accuracy.</li> <li>• Excellent planning and organisational skills.</li> <li>• Excellent administration skills including filing and maintaining records.</li> <li>• Excellent communication skills.</li> </ul>	

Note: The MAC is an equal opportunities employer. The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with the position.