

# ARC

Stockton Arts Centre



**Sales and Events Administrator**

**Application Pack  
June 2022**

## Introduction

Hello

Firstly, thank you for taking the time to look at this application pack. We hope it contains all the information you need to help you decide whether to apply. There are opportunities to find out more and ask questions, which you can read about below.

ARC is a fantastic place to work, but you don't have to take my word for it. You can hear other staff talking about working here in these [short videos](#).



We offer a flexible and supportive working environment, value experience as well as skills and qualifications and work to ensure everyone in the organisation is aware of our equality and diversity commitments. We want to support all staff to fulfil their potential and enjoy a happy and healthy workplace.

We hope you decide to join us.

Best wishes

A handwritten signature in black ink that reads "Annabel Turpin".

Annabel Turpin  
Chief Executive & Artistic Director

## ARC's Sales & Events Department

It's my job to manage the Sales & Events team, and I am looking forward to having a new member of staff.

Our role is to support the smooth delivery of events, screenings, conferences and meetings at ARC, as well as manage the sales function, both in terms of tickets and facilities. We have six team members which you can see on the staffing structure below.

If you decide to apply and are appointed, I'll be there to help you settle in. The first few weeks will involve finding out how ARC works, getting to know other staff and learning about our systems and procedures. It's also a chance to get to know each other, so I can find out how best to support you in your role.



If you have any questions, I'll be running a question and answer session before the application deadline. You can read more about this below.

I hope you decide to apply and look forward to reading your application.

A handwritten signature in black ink that reads "Fiona Goudie-Hunter".

Fiona Goudie-Hunter  
Sales and Events Manager

## More about ARC



ARC is a charity that uses arts and cultural activity to support our local community.

We work locally, in Stockton and the Tees Valley, and nationally, through our leadership of networks and partnerships.

We have events and activities going on all year round for everyone. These include live performances, film screenings, workshops and classes. We are particularly keen that people who might feel that the arts isn't for them are able to take part.

Our work brings people together so we can all better understand and enjoy the world and experience new ideas.

We invite lots of different artists to spend time creating new work at ARC, working with local people, to make sure that what we present is relevant to Stockton.

We want to make a positive difference to our local community. We are always interested in working with new people.

### **Vision**

We believe the world is a better place when people understand each other.

We recognise that the world is dominated by the stories, views and ideas of a very small group of people. ARC uses arts and cultural activity to support different people to share their stories and ensure they are heard.

This creates better connections across communities which support people to raise their aspirations, achieve their potential and enhance their experience of the world.

### **Mission**

ARC is an organisation working from its venue to enhance the wellbeing of the whole community of Stockton and the Tees Valley, through arts and creative activity, through widening opportunities to experience and participate in the arts, and through partnership with other organisations.



## Aims

1. To make an important contribution to the social and economic regeneration of Stockton and the Tees Valley
2. To present an outstanding creative programme that is contemporary and relevant to our communities
3. To increase the number and range of people engaging with ARC
4. To support and develop artists and creative practitioners to create excellent work relevant to our communities
5. To support and develop a cultural workforce to support our ambitions
6. To realise the creative potential of our local communities
7. To increase our financial and organisational resilience and ability to adapt to economic, environmental and societal change
8. To act as a catalyst for partnership and collaboration between public, private and voluntary sector organisations
9. To act as a national and international leader in organisational sustainability, sector development, artistic practice and social impact

## Working at ARC

This is what you can expect if you come and work at ARC:

- A structured induction programme
- Regular one to one meetings with your line manager
- An annual performance review
- Annual leave and sick pay in line with the terms of your contract
- Salary payments direct to your bank account on 25<sup>th</sup> of each month
- Free tickets to films and shows at ARC
- A 20% discount on food at No 60, ARC's café bar
- Access to a kettle, fridge and microwave to prepare your own food and drinks
- Annual health and safety, safeguarding and equality training
- Access to a Cycle to Work scheme (<https://www.cyclescheme.co.uk/>)
- An option to join ARC's pension scheme (<https://www.nestpensions.org.uk/schemeweb/nest.html>) – this offers you the chance to save for the future by paying in 5% of your salary, matched by 3% paid by ARC

For office-based jobs, we operate a flexi-time scheme where you are expected to be in the office between the core hours of 10am-4pm, but can choose when to work your remaining hours. For operational staff, rotas are planned in advance and reasonable requests for non-working days are accommodated whenever possible.

After six months, staff whose jobs can be carried out effectively from home may work up to 20% of their working hours from home with permission of their line manager.



### Opportunities to find out more

If you are interested in applying and would like to find out more about the job and/or working at ARC:

- You can email questions about the job directly to Fiona at [fiona.goudie-hunter@arconline.co.uk](mailto:fiona.goudie-hunter@arconline.co.uk) or about the recruitment process to [recruitment@arconline.co.uk](mailto:recruitment@arconline.co.uk)
- Join the question and answer session with Fiona on **Friday 1<sup>st</sup> July 1pm** at ARC – there's no need to register, just turn up
- Call in to ARC during our opening hours, have a look round, and say hello to our Box Office and No 60 staff – you don't need to have a ticket or buy a drink. You can see the opening hours here: <https://arconline.co.uk/visit-arc/>
- Find lots more information about ARC and our programme of events and activities on our website: [www.arconline.co.uk](http://www.arconline.co.uk)

## Job Description

<b>Job title:</b>	Sales and Events Administrator
<b>Department:</b>	Sales & Events

<b>Contract type:</b>	Permanent
<b>Salary:</b>	£18,000 annual salary
<b>Hours:</b>	35 hours per week
<b>Holiday entitlement:</b>	28 days per annum including bank holidays
<b>Based at:</b>	ARC, Stockton on Tees

<b>Reporting to:</b>	Sales and Events Manager
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### Job Purpose

The Sales and Events Administrator will support the smooth delivery of events, screenings, conferences and meetings at ARC by delivering an efficient and effective administrative function.

The scope of the job will include working across ARC's live music and comedy programme, family theatre and dance, cinema, community performances and corporate hires.

This administrative role will involve supporting events from booking confirmation through to final invoice. This will include liaising with agents and promoters, meeting prospective hirers, preparing offers and quotations, issuing contracts, finalising arrangements and communicating requirements to all those involved, including internal staff, as well as taking an active part in regular planning meetings.

### Key Duties

1. To work with the Sales and Events Manager and other programming staff to administrate ARC's live music, comedy, family theatre and dance, cinema, community performances, and corporate hires, from booking confirmation through to final settlement, including dealing with on sale arrangements, contracts, riders and other arrangements.
2. Ensure all relevant information is accurately recorded in ARC's events planning system (Yesplan).
3. Develop and maintain positive working relationships with agents and promoters as well as ARC's community and commercial users.
4. To act as the first point of contact for community and corporate hirers to provide event management guidance and support around the use of ARC's equipment and facilities, maximising income and helping hirers realise their ambitions.
5. Work closely with key colleagues across the organisation including the Customer Services Manager, Technical Manager, Catering Manager and wider operations team to ensure all events and meetings are delivered to the highest standard.
6. Work with the Sales and Events Manager to prepare regular analysis and reports on ARC's programme.

7. Provide cover in ARC's Box Office, selling tickets and acting as a first point of contact for customers visiting ARC's building.

8. To undertake training as required by ARC.

9. To be a full team member within the department and contribute to the life of the organisation.

10. To read and work within ARC's policies and procedures, including the Staff Handbook, Safeguarding Policy, Health and Safety Policy, Equality Policy and General Data Protection Regulation.

11. To undertake any other duties as may be required as part of the Sales and Events Administrator role.

## Person Specification

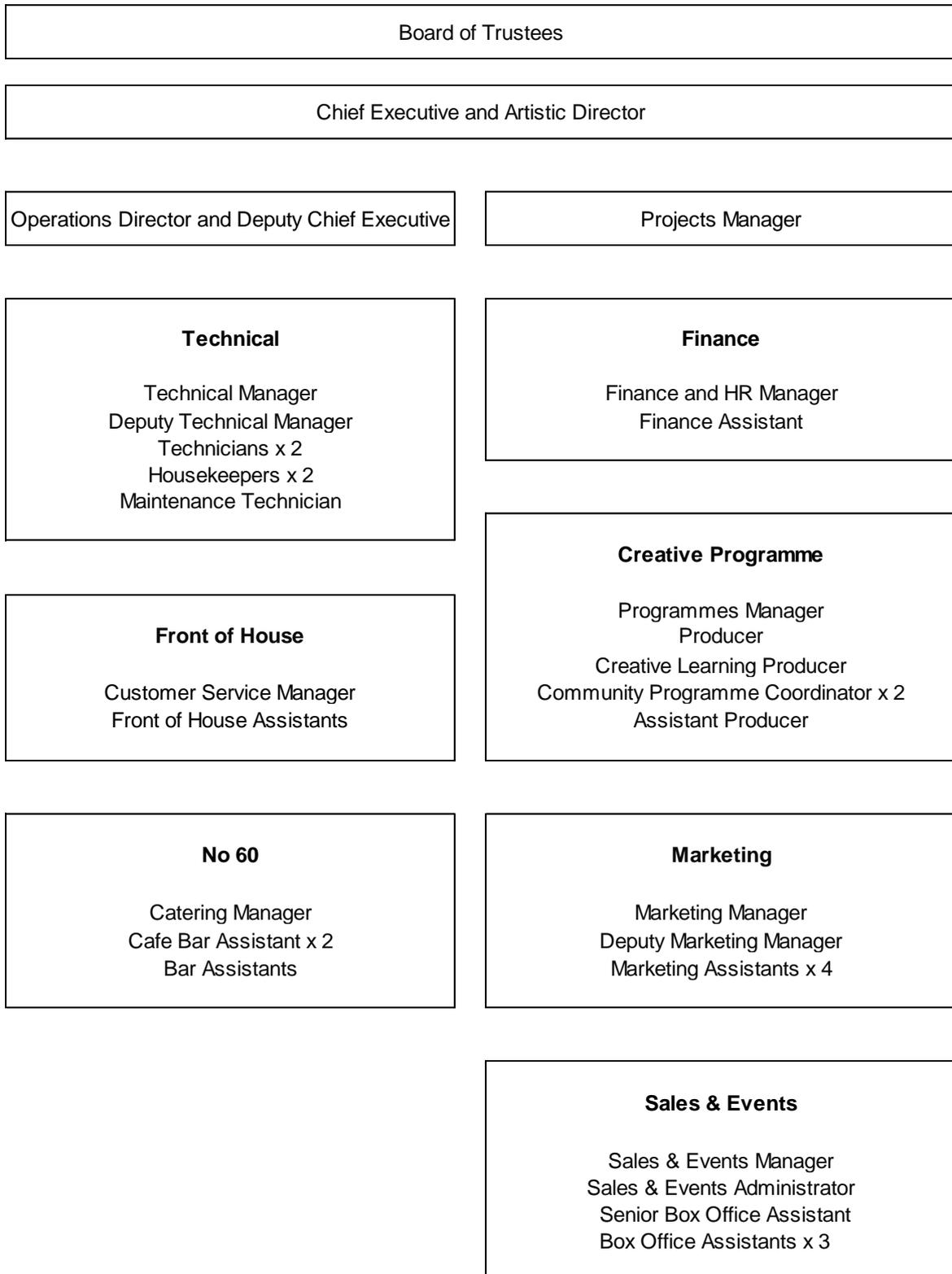
### Essential

1.	Highly organised with the ability to manage multiple tasks, prioritise and meet deadlines
2.	Excellent IT skills, including proficiency with Microsoft Office applications (Outlook, Word and Excel) and confident exploring and using new software
3.	High levels of accuracy and attention to detail
4.	Strong communication and interpersonal skills with the ability to communicate verbally and in writing with a wide range of people
5.	The ability to work as part of a team as well as independently without direct supervision
6.	Experience of working in an administrative role, in a professional or voluntary setting

### Desirable

7.	Experience of using specialist software such as sales or customer management systems
8.	Experience of working in an event setting
9.	Experience in a customer facing role
10.	Some knowledge and understanding of arts and cultural events

## Organisational Structure



To view our full list of staff members, visit our website [here](#).

## How to apply

If you would like to apply for the job, please complete an application form which you can [download here](#)

The form asks for some standard information about your education and work experience, as well as a statement about why you are interested in the role and how your skills and experience would help you undertake the duties outlined in the job description. Please draw on personal and voluntary experience as well as work experience – many of the skills we are looking for are gained through our family and social lives, not just in professional settings.

Please don't forget to tell us why you want this job. We are looking for people who are passionate and motivated so it really helps to understand what aspects of the job you are interested and excited about.

As part of the form it will ask you to fill out an Equality Monitoring survey – please make sure you do this as well.

Once completed, please send your application form to [recruitment@arconline.co.uk](mailto:recruitment@arconline.co.uk) by the deadline below.

## Timescale

The deadline for applications is 10am on Monday 11 July

We will acknowledge safe receipt of your application by email.

We will be in touch with people selected for interview by Friday 15 July.

If we haven't been in touch by this date, it is likely that you have not been selected for interview. Please note that we don't contact unsuccessful applicants until the recruitment process is complete and have appointed a candidate.

Interviews will be held at ARC on Tuesday 19 July – please let us know when you send your application if you would not be able to attend an interview on this date.

Unsuccessful applicants will be notified by Friday 29 July.

## Access requirements

If you have any access requirements in terms of submitting an application or attending an interview, please let us know. We aim to meet everyone's access requirements.

If you need to submit your application in a different format (eg as a video or audio file or as a hard copy), please let us know in advance so we can look out for it.

## Selection Process

### Shortlisting

Once the application deadline has passed, all applications will be read by a recruitment panel which typically consists of three people - the line manager for the role and two colleagues, although sometimes external advisors are involved.

Applications are considered alongside the person specification, with those that demonstrate the best fit in terms of skills, experience and motivations for applying selected for interview.

## **Interviews**

Interviews are generally held in person at ARC. You will be given details in advance but usually you will be invited to have a tour of the building, to do a practical or written task (depending on the nature of the job) and then to meet with the interview panel for 30-45mins. All candidates are asked the same set of questions, which are shared in advance. You will be given the opportunity to ask questions during the interview, although please don't feel that you have to. The purpose of the interview is for us to get to know you, and vice versa so we always see it as a two way process – it is an opportunity for you to decide whether working at ARC is right for you as well as for us to see whether you would be a good fit for the job.

## **Informing you of our decision**

We generally let people know the outcome of the process by email as soon after the interview as possible but usually within a week.

## **Data Protection**

We are required to have a Candidate Privacy Policy to allow us to inform potential candidates of how ARC will collect, store and process their personal data submitted as part of the application process.

ARC will collect, store and process all data submitted as part of the recruitment process for this post in accordance with its responsibilities as the data controller as defined by the General Data Protection Regulation (GDPR).

The length of time that ARC retains submitted applications will depend on which stage of the recruitment process the candidate reaches.

- For candidates who are unsuccessful at the first stage ARC will retain submitted applications for the duration of the recruitment period of the named post.
- For candidates who attend an interview but are unsuccessful at this stage ARC will retain applications for a period of six months from the date that the candidate is informed that they have been unsuccessful.
- For successful candidates ARC will retain applications as part of their HR record in accordance with the terms set out in ARC's staff privacy policy.

ARC collects and stores this information on the basis of legitimate interest as defined by the GDPR in order to be able to demonstrate that it operates a fair and transparent recruitment process in the event that a dispute arises.

ARC will retain submitted equality and diversity monitoring information indefinitely. This data is held as part of an anonymous record which ARC uses to monitor equality and diversity information about applications for advertised vacancies on a regular basis. ARC collects and stores this information on the basis of legitimate interest as defined by the GDPR.

Candidates can object to ARC's processing of their data at any time. If you would like to submit an objection please contact [recruitment@arconline.co.uk](mailto:recruitment@arconline.co.uk). ARC will respond to all objection requests within one calendar month as required by the GDPR.