



Executive Assistant

Location: London Office

Contract/Hours: Part Time, 32 Hours/week

Hours will generally be worked on a fixed pattern as agreed with the Engage Director with some requirement for flexibility.

Salary: £23,230 FTE; actual salary £18,584

Engage, the National Association for Gallery Education wishes to recruit an Executive Assistant to contribute to the efficient running of the organisation.

They will join the Director and a small team across the UK as part of a flexible, resilient, and responsive organisation leading the visual arts and gallery education sector across the UK. This is an opportunity to join Engage at an exciting time, as Engage makes future plans and to work with Board, Council, members, and stakeholders across the UK and beyond to grow the organisation.

The Executive Assistant role includes: Effective operational and administrative support to the Engage Director and other team members; managing various administrative systems including HR and membership systems; arranging travel bookings and meetings; as well as preparing Board reports.

This is an opportunity to be part of a small team in a national visual arts education organisation. The Executive Assistant plays a key role in providing effective administrative and PA support for the Engage Director and staff team; assisting them in the execution of their duties and enabling them to perform efficiently. The post holder will also provide basic administrative support within membership, Human Resource Management, governance, and finance systems. Excellent organisation skills and strong attention to detail are key requirements of the role, as is a good ability to use a range of IT tools and software.

The Executive Assistant is line managed by the Engage Director and works closely with the Engage staff team. The role is office-based and may include occasional work on evenings and weekends.

Job Description

Accountabilities

The key accountabilities of the post holder will be:

- Providing effective operational and administrative support to the Engage Director and other members of the Engage team.
- Clear and effective administrative systems in place for staff and Board members including travel booking, arranging meetings, claiming expenses etc.
- Preparation of useful management information and reports for the Engage Director and Board as required.
- Good quality HR and contract administration including updating, maintaining, and issuing job descriptions, contracts, letters, policies, and personnel records.
- Effective, efficient, and up to date membership administration.
- Board, committee, Council, and staff meetings are consistently well-organised, efficient, and well-executed.

Responsibilities

Development:

- Assist the development, and implementation, of effective administration systems and processes that will underpin Engage's overall strategy, including record management and filing for both electronic and hard copy documents.
- Help identify opportunities to improve the effectiveness and efficiency of the working practices of the Engage Director and staff across the organisation.
- Prepare basic Board reports as required, on issues such as membership data, HR statistics etc.
- Support, champion, and role-model a high-performing, inclusive culture across Engage.

Delivery:

- Support diary management for the Engage Director, scheduling meetings and informing them and other attendees of changes.
- Arrange visits and meetings as requested including, committee meetings and staff meetings. This will include occasionally accompanying the Engage Director at external events and representing Engage to key stakeholders as appropriate.
- Ensure the Engage Director has all background information before attending events and meetings.
- Taking responsibility for the membership processes for new and recurring members, meticulously tracking data and being the first point of contact for enquires. Identify and implement improvements to administrative processes.
- Compile membership and subscription reports.
- With the Creative Producer and wider team, deliver a membership strategy with new incentives to increase membership.
- Work with the finance team and colleagues to resolve queries on office and membership service invoices and payments and identify and follow up on outstanding payments for events and membership.

- Support the Engage Director in ensuring good governance, including assisting with charity/company filing, trustee records, register of interests, trustee recruitment etc.
- Provide administrative and clerking support for Boards and committees, including planning the governance calendar, booking rooms, preparing papers and minute-taking.
- Coordinate travel and accommodation bookings for the Engage Director, Board and Council members – making bookings in advance to ensure best value for the organisation.
- Support managers in implementing Engage’s recruitment and selection policy, including advertising roles, liaising with applicants, and supporting assessment and interview days as required.
- Maintain up to date employee and freelancer files, including drafting all correspondence in relation to appointment and terms and conditions etc – maintaining and using a range of templates.
- Ensure the implementation of effective induction for new employees and freelancers including checklists, manuals, and evaluation upon completion of induction.
- Maintain and update a log of policies and procedures and support updating these when required and communicating to colleagues.
- Maintain and update basic training and development records for colleagues across the organisation.
- Process and administer event bookings, as necessary.
- Provide administration support for programmes and activities e.g., logging and acknowledging applications and nominations for schemes, booking accommodation and catering for activities etc.
- Act as a primary point of contact and enquiries in the London office including meeting and greeting visitors, answering the main phone line, and responding to, and passing on, emails.
- Provide effective office administrative support including ordering and maintaining office supplies, receiving goods, processing purchase orders etc as requested.

Stakeholders:

- Liaise with colleagues in the organisation and key stakeholders/funders to ensure appropriate access to, and meetings with, the Engage Director that ensures they are accessible whilst also prioritising and protecting their time where appropriate.

Compliance and Risk:

- Help ensure all administrative and HR work is fully compliant with relevant policy and legislation including Charities Act, GDPR, health and safety as well as fundraising, and are fully insured.

Other

- Be an enthusiastic advocate for the arts education sector and the organisation’s values.

- To actively engage in member-facing projects and activities of all kinds as required.
- Be administratively self-supporting.
- Maintain own professional networks and promote Engage on a local / national level.
- May be required to work some weekends and evenings.
- A reasonable amount of flexibility is required for all roles in Engage. As we are a very small team there may be occasions when you will be asked to cover other duties including periods when other members of staff are unavailable or on leave.
- Undertake any other duties and responsibilities commensurate with the post.

Person Specification

Essential

Qualifications

- Evidence of ongoing CPD

Skills/Competencies

- Outstanding organisation skills, including excellent attention to detail.
- Strong IT skills including MS Office.
- Excellent interpersonal skills.
- Assertive and able to command respect from colleagues throughout the organisation.
- Strong team working skills.
- Able to communicate clearly and confidently using a range of channels.
- Ability to work in a busy and high-pressure environment.

Experience of

- Administrative/Executive support work.
- Working in a customer-focused role and environment.
- Track record of delivering strong and accurate administrative work, with excellent attention to detail.
- Coding and monitoring of expenditure in line with budgets.
- Working with a wide range of stakeholders including managers and/or Board or committee members.

Committed to the principles of diversity and equality and implementing these within all areas of work. Comfortable working in a member-led environment with the ability to empower and build constructive relationships with Board and Council members.

Desirable

Experience of

- Working or volunteering within the arts/voluntary sectors or within a membership organisation.
- Experience of preparing reports and briefing papers.
- Managing a membership system
- Working with HR administration and/or systems i.e., recruitment and selection.
- Use of accounting software to generate reports e.g., Sage and Xero.

Terms

The salary for the post is **£23,230** FTE; actual salary is **£18,584**. The starting salary will be dependent on experience and qualifications. The successful applicant will begin as soon as possible.

This is a part-time post, and the Executive Assistant will be expected to work 32 hours per week on average, between the core office hours of 9am-6pm Monday-Friday. It may occasionally be necessary to work outside these hours for specific deadlines or events. Staff are entitled to up to 1 hour per day (within the 24 hours per week) on average for breaks.

Engage is committed to offering flexible working where possible and by agreement. The post is based at Engage's London office currently in Farringdon. The post holder may sometimes need to work remotely. Occasional travel to attend events or meetings within the UK and internationally may be required. Normal leave entitlement is 20 days annual leave plus bank holidays. Engage does not pay overtime but operates a 'time-off-in-lieu' policy.

Application process:

To apply for this role, complete the following and send by email to recruitment@engage.org

- An **Application Form**
- An **Equality & Diversity Monitoring Form**
- A **Covering Letter**, maximum of one side of A4, which should describe why you are interested in this role and how it fits with your experience to date, as well as any additional information that you feel is important to support your application.
The letter is an opportunity to provide information not already covered in the application form.

The deadline for applications is 9am, Monday 12 April 2021.

Interviews will be held on **Wednesday 21 April 2021.**

Applicants will be invited to attend an interview by **Wednesday 14 April 2021** - if you have not heard from Engage by this date please assume that you have not been shortlisted on this occasion. Apologies, Engage are unable to offer feedback to applicants not shortlisted.

If you require more information about the post contact recruitment@engage.org. We will be happy to answer questions and help with any practical issues concerning your application.

Engage is committed to equality of access to its employment. We welcome applications from all sections of the community. Should you need application details in another format please contact Engage recruitment@engage.org

About Engage

Engage is the lead advocacy and training network for gallery education. We support arts educators, organisations, and artists to work together with communities in dynamic, open exchanges that give everyone the opportunity to learn and benefit from the arts. Engage has c 700 members in the UK and abroad.

Engage is an Arts Council England Sector Support Organisation and receives funding for its programmes in Scotland from Creative Scotland and for the programme in Wales from the Arts Council of Wales. Funding has also been received from trusts and foundations, individuals, and the corporate sector.

Engage currently works across four main strands:

- Continuing Professional Development
- Research and projects
- Advocacy
- Dissemination

Engage is reviewing its programme 2021+ and future priorities.

Engage Cymru and Engage Scotland programmes are delivered by programme coordinators and supported by voluntary development groups. Engage Cymru and Engage Scotland deliver advocacy, CPD, research, activities and disseminate practice and contribute to Engage's activities. Engage has an active network of Area Groups across the nine regions in England, which provide peer support and professional development for members.

You can find more information about Engage on our website www.engage.org.

Engage Governance and Staffing

Engage is a limited company with charitable registration, governed by a Board (of 17 Trustees), which meets quarterly, and a Council (of c.27 Area and Special Interest Representatives), which meets three times a year.

Engage's team comprises:

London office

Director

Business Development and Marketing Officer (p/t)

Creative Producer (p/t)

Executive Assistant (p/t)

Other Engage team members (working remotely)

Interim Finance Manager (p/t)

Interim Bookkeeper (p/t)

Engage Scotland Coordinator (p/t)

Engage Cymru Coordinator (p/t)

Engage Journal Editor (p/t)

Alexandra Reinhardt Memorial Award Coordinator (p/t)

MaxLiteracy Award Coordinator (p/t)

Youth Arts Coordinator (p/t)

Engage is supported by:

