



OPERATIONS ASSISTANT: ADMINISTRATION
JOB INFORMATION PACK
July 2018

SCOTTISH YOUTH THEATRE

Scottish Youth Theatre (SYT) is one of Scotland's national youth performing arts companies and has been providing theatre arts experiences to young people in Scotland since 1977.

We bring together young people from across Scotland to develop them as theatre-makers in their own right. We facilitate their collaboration with industry professionals to extend their learning and inspire their ambitions. We support them in making work that is bold, relevant and high quality.

THE VENUE

SYT has its own multi-purpose venue in the Merchant City area of Glasgow which operates as a social enterprise to generate income for the main charitable activities. The coming year will see an extension of this business model with the venue becoming a separate trading arm from the main youth arts charity.

Forming the basement level of The Old Sheriff Court in Brunswick Street, the SYT building comprises a range of rehearsal/workshop rooms and studio theatre spaces with accompanying large foyer area, offices, backstage facilities and attractive courtyard area. The building is regularly used by children and young people, arts companies and a multitude of external hirers for workshops, rehearsals, performances, meetings, training and conferences. The building also hosts four cultural organisations who rent desk or office spaces and make use of the wider facilities.

[Further information on SYT](#)

OPERATIONS ASSISTANT: ADMINISTRATION

SYT are seeking an Operations Assistant Administration for a temporary contract up to mid-September (maternity cover). The role is the main reception cover for the venue Tuesday-Saturday each week and supports administration across Box Office, finance and venue functions. The right candidate will be a strong communicator with experience of working in a customer facing role. They will have good IT skills with the ability to learn systems quickly and take pride in providing a consistent level of accuracy.

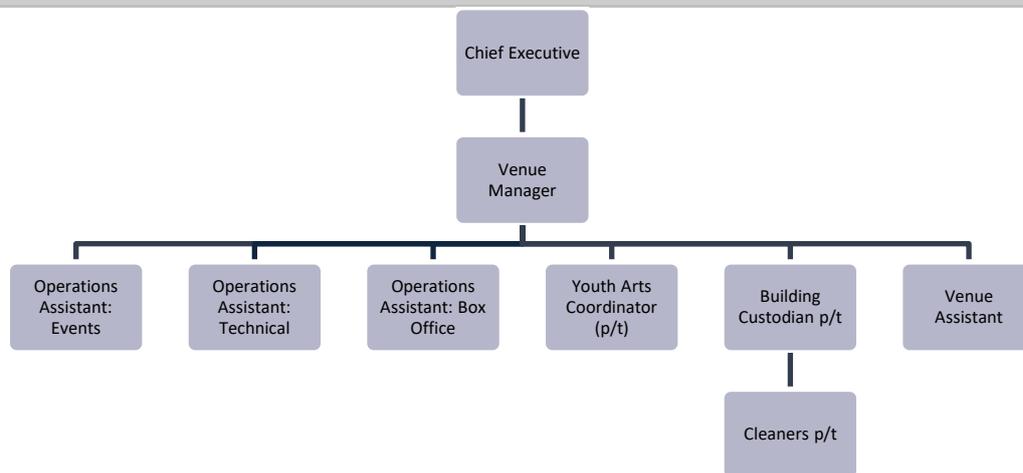
JOB PROFILE

Job Details	
Job title:	OPERATIONS ASSISTANT: ADMINISTRATION
Pay rate:	£9.00 per hour
Hours of work:	37.5 hours per week (Full time temporary contract, maternity cover for the period March – mid-September 2019)
Annual leave entitlement:	29 days per year pro rata
Version date:	February 2019

Job Purpose

To effectively deliver Scottish Youth Theatre's front-line customer service in the SYT Venue. As receptionist, provide a welcoming and efficient service for all users/enquirers and support the financial and administration functions of the organisation.

Reporting Relationships



Objectives

The post holder will be expected to:

- Act as receptionist, providing a welcoming and efficient first point of contact for all customers, visitors and enquirers both in person, on the telephone and online.
- Provide the highest standards of customer service and courtesy, behaving in a manner that reflects the company's values and standards of conduct and ensuring the reception area is well presented at all times.
- Operate the Box Office system to ensure that all customers receive an efficient and professional service. Keep up to date with programme content, manage financial transactions and run reports as required.
- Support the administration, finance and marketing functions of venue activities as delegated by senior staff members, including reconciling credit card transactions and invoicing
- Be vigilant in areas of handling sensitive data, security, health and safety, dealing confidently with incidents and promptly complete the necessary reporting and recording.

Knowledge and Experience

The post holder needs to be able to demonstrate experience of:

- Effectively working in a customer facing role
- Applying health and safety and good customer care procedures in an events/venue context
- Effectively using IT and administrative systems, especially Microsoft Office
- Accurate cash handling and managing financial transactions
- Gathering and analysing data

Skills and qualities

The post holder is expected to demonstrate:

- Ability to build rapport with a wide range of people and respond in a warm and considerate manner to needs and requests
- Excellent numeracy skills
- Accuracy in administrative tasks
- Strong organisational skills with good attention to detail
- Aptitude for learning new database systems and getting the most out of software packages
- Able to work effectively under pressure

Core Competencies

The post holder is expected to display the following behaviours:

Service

- Consistently aims for the best possible outcomes for young people and other customers
- Consistently delivers courteous and prompt service, making every effort to be flexible and approachable for customers
- Communicates effectively with all external stakeholders and enquiries
- Is a positive representative of the organisation
- Anticipates and plans for potential problems
- Makes sound, timely and appropriate decisions
- Values diversity – respects all values and viewpoints

Quality

- Is a role model for professionalism
- Continually looks for opportunities to improve current working practices and levels of service
- Makes optimum use of organisational resources
- Seeks feedback from colleagues and customers and responds positively
- Generates creative approaches and ideas to benefit the team and organisation
- Focuses on solutions rather than problems
- Continually updates skills and knowledge

Team

- Is committed to the aims and objectives of the organisation
- Makes a full contribution to successful team performance
- Takes appropriate levels of initiative
- Asks for help when under pressure and helps others when they are under pressure
- Demonstrates flexibility where required to do so
- Collaborates well with others, respecting all viewpoints
- Shares information and communicates in a timely and professional manner
- Has a positive perspective on change

Job Requirements

The post holder needs to hold as a minimum:

- Ability to work flexibly including evenings and weekends
- This role involves regulated work with children and as such, the successful applicant will be required to register with the Protection of Vulnerable Groups (PVG) scheme (this will be administered by SYT before a firm offer of employment is made)

HOW TO APPLY

Please send the following:

- A letter of application, **maximum two sides of A4**, demonstrating how you meet the requirements of the role as laid out in the [job profile](#), specifically evidencing how you meet the required **knowledge, experience, skills and qualities** (see job profile above)
- Your CV including qualifications, work history and further training, **maximum three sides A4**
- The name and contact details of 2 referees. Please note referees will only be contacted after interview

We prefer applications to be sent as [attachments by email](#).

They should be sent to Jacky Hardacre, jacky@scottishyouththeatre.org and marked **Operations Assistant application**. Receipt of all applications will be acknowledged.

If for any reason you need to submit an application on paper please mark it **Private & Confidential** and post it to:

Michael-Alan Read
Venue Manager
Scottish Youth Theatre
105 Brunswick Street
Glasgow
G1 1TF

Deadline for applications	9.00am, Friday 22 February
Interviews	Thursday 28 February

Scottish Youth Theatre respects and adheres to Equal Opportunities legislation, in particular the Equality Act 2010.

Shortlisted candidates will be asked to demonstrate their eligibility to work in the UK.