

JOB PROFILE	
Company:	Italia Conti Arts Centre Limited
Department:	Operations
Role:	Woking Associates Manager and Courses & Events Coordinator
Reporting to:	Head of Operations & Head of Student Services
Direct reports:	N/A
Location:	Victoria Place, Woking

ROLE SUMMARY

The Woking Associates Manager and Courses & Events Coordinator is a key post at Italia Conti, supporting the smooth-running of all courses, with a specific focus on, and particular responsibility for, our expanding portfolio of part-time & short courses and our flagship 4-18 Saturday School, Italia Conti Associates (Woking).

The post sits in our Operations Team and encompasses a wide range of duties including, but not limited to, helping to run the main Reception at Victoria Place, supporting the day-to-day operations of the campus and assisting with the coordination of the various events that take place throughout the year in support of the Events & Outreach Manager, including marketing and outreach activities as well as internal and external communications and Front of House for Italia Conti productions at our theatres in Woking.

The Woking Associates Manager and Courses & Events Coordinator will contribute to data tracking and evaluation, and ensure all work aligns with Italia Conti's goals, policies and procedures.

KEY ACTIVITIES

- Leading on the promotion and successful delivery of Italia Conti's portfolio of short courses providing the administrative support that underpins these courses which are a vital part of Italia Conti's offering.
- Managing the 4-18 Saturday School, Italia Conti Associates (Woking), ensuring the smooth-running of the day including, but not limited to, timetabling, attendance, supervising staff and signing off monthly timesheets to ensure staff are paid correctly.
- Assisting the Events & Outreach Manager with all external events and performances, including publicity and Front of House.
- Assisting with Reception and other duties in collaboration with the Operations Team to support the day-to-day operations of the campus ensuring, in particular, a connection between the weekdays and Saturdays in terms of thoroughgoing operations and procedures for consistency across the week with a particular focus on practical elements such as procedures for signing in and out, evacuations and so on.
- Assisting the Events & Outreach Manager in maintaining a segmented database of Italia Conti's contacts (agents, audiences, course attendees etc.).
- Assisting the Events & Outreach Manager with events planning and management for Italia Conti encompassing productions, showcases, exhibitions such as 'Move It' and outreach activity to diverse groups and promotional and internal events.

- Collaborating with team members to achieve joint projects and objectives.
- Contributing to marketing data to evaluate return-on-investment and overall cost effectiveness of Italia Conti's short course offering.
- Ensuring all activities undertaken are in compliance with Italia Conti's policies and procedures.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED		
	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none"> • A good tertiary education or a relevant discipline or equivalent experience. 	
Knowledge/Skills	<ul style="list-style-type: none"> • Excellent influencing and communication skills and an open and collaborative style with the ability to build strong working relationships and communicate sensitively and effectively with a wide variety of people. • Excellent organisational and time-management skills to contribute to the smooth day-to-day running of the site and, particularly, Italia Conti Associates on Saturdays. • Excellent administrative skills and a familiarity with the systems and reporting needed in an educational setting. • Knowledge of performing arts training, particularly for children and young people, or the delivery of short courses gained through experience • Knowledge of events management in the arts and Front of House management for theatre performances. • Knowledge of safeguarding and child protection. • Excellent IT skills. Conversant with Content Management Systems and all social media 	<ul style="list-style-type: none"> • Knowledge of FE or HE institutions gained through studying or working. • Understanding of the UK performing arts training landscape, including pathways into higher-level study and the industry.

	<p>channels. Knowledge of Microsoft Office applications.</p> <ul style="list-style-type: none"> • Personal integrity and high standards for self and others. • Strong organisational skills and experience of coordinating events in the arts. • Proficiency in planning and prioritising. 	
Experience	<ul style="list-style-type: none"> • Previous demonstrable experience in a course coordination or events management role, preferably in the performing arts. • Experience of managing staff, timetables, attendance and cover arrangements, preferably in a performing arts environment. • Experience in a customer service or Front of House role. • Experience of dealing with welfare, behavioural or safety issues in a calm and confident manner. • Experience of using Content Management Systems. • Experience of organising events, preferably in the arts. • Experience of working as part of a team that espouses Italia Conti's ethos and values and is professional, approachable and solution-focused. 	<ul style="list-style-type: none"> • Experience of working in an FE or HE institution. • Experience in student recruitment, including engagement at events, exhibitions or school/college visits.
<p><i>The above duties will inevitably change as the work of Italia Conti develops. The post-holder should therefore expect periodic variations to this job description. This job description may also be supplemented on a regular basis by individual objectives derived from Italia Conti's strategies.</i></p> <p><i>The post involves commitment to working outside the normal hours and a willingness to work flexibly is expected, particularly during the 2 week periods when student performances are taking place which will represent a peak of work (usually the penultimate 2 weeks of each term)</i></p>		

There is an expectation that all employees will maintain the values of the Italia Conti and will comply with its code of conduct as well as equality and diversity, health and safety and safeguarding policies.