

# Administration Manager Maternity Cover

**WYCOMBE  
SWAN**

Job Description  
Person Specification

July 2019

**Wycombe Swan** is one 12 venues within HQ Theatres & Hospitality's (HQT&H) portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment groups in Europe.

**Wycombe Swan** is a vibrant and dynamic place to work - a venue which presents some of the best music, theatre and comedy in the country. We always provide our staff with the best opportunities to train and develop within the organisation.

As well growing audiences through high quality programming in our three distinct spaces (Swan Theatre, Old Town Hall, and Oak Room), we have key targets to drive the commercial success of the business through offering exceptional service to our customers. We want all visitors to the Swan to be able to enjoy world class service and this role will be a vital part of delivering on this aim.

- Employment type:** Full Time, fixed term maternity cover, starting from October 2019.
- Salary:** C. £23,000 - £25,000 pro rata
- Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours may include evenings, weekends and Bank Holidays.
- Work location:** You will be based at Wycombe Swan, High Wycombe and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The Administration Manager's contribution to the achievement of the Wycombe Swan financial and service target is to provide a dependable system of administration, HR and internal communications support which is effective, cohesive, and comprehensible to all within the Wycombe Swan and within HQ Theatres and Hospitality (HQT&T).
- Our ideal candidate:** We are looking for candidates who should possess fantastic interpersonal skills and can be a strong leader. They need to be highly organized and have experience in working simultaneously across different areas and the ability to prioritize. They should also be an excellent communicator both orally and in writing.
- For an informal discussion contact:** Amy Allum, Administration Manager  
01494514444
- Closing date:** 17:00, Monday 19 August 2019
- How to apply:** Send your application form and a covering letter to [admin@wycombeswan.co.uk](mailto:admin@wycombeswan.co.uk)  
Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

**REPORTING**

You will report directly to the Theatre Director.

**KEY ACCOUNTABILITIES****Strategic**

- Ensure staff members and managers are aware of and kept abreast of changes to Company policies, procedures, documents and information.
- Assist the venue's senior management team in developing, co-ordinating and annually reviewing any local policies, templates and/or practices required for the venue's operation.
- Maintain and grow operationally effective communication systems, ensuring all staff members, internal and external partners are at all times fully and accurately briefed.
- Maintain and grow a broad knowledge of the venue's personnel, programming, events and offers, action plans, services and facilities.

**Employment and Payroll**

- Accurately prepare, disseminate and monitor the return of employment contracts and all associated paperwork in accordance with payroll deadlines.
- Under guidance of the payroll department, maintain and submit all required payroll information, ensuring all venue staff are paid accurately and on time.
- Oversee, co-ordinate and steer the accurate and timely production and processing of timesheets, overtime and other expense claims, ensuring appropriate authorisation in accordance with Company policy.
- Maintain and keep up to date electronic and manual personnel records for all venue staff in line with Company guidance and data protection legislation.
- With the aim of sourcing, recruiting and retaining the best talent, support recruiting managers, as and when required on staff engagement, including advertising, references and right to work checks, ensuring legislative procedures are adhered to.
- In liaison with the Company's HR Manager, provide generalist HR support and employee relations advice to the Theatre Director and line managers in respect of managing work performance, disciplinary, grievance and any other employment-related issues as and when they arise.
- In liaison with the Company's HR and payroll managers, provide up to date and accurate benefits, employee rights and associated information and guidance to managers and staff members.
- Ensure current employment legislation, statutory obligations and procedures are adhered to at all times, in liaison with and under the guidance of the Company's payroll and HR managers.
- In liaison with line managers, co-ordinate and oversee attendance record keeping, including working time, annual leave and health-related absences.

## Programme co-ordination

- Accurately and efficiently prepare, disseminate and monitor the return of show contracts, advances, settlements and ancillary correspondence, as appropriate.
- Maintain and grow positive working relationships with clients and potential clients, including commercial and community promoters, producers and hirers, enabling continuing programme liaison in the absence of the Theatre Director.
- Accurately maintain the venue's electronic show diary (Artifax).

## Financial

- Control assigned administration budgets such as stationery, office equipment, telephones, training, recruitment and postage.
- Undertake responsibility, security and control of petty cash in accordance with Company policy.
- Undertake responsibility for processing credit card and banking transactions.
- Prepare and disseminate, as required, accurate and prompt financial data such as (but not limited to) transaction records, purchase orders and invoices in accordance with Company financial policies, guidance and systems.

## Administration

- Adopt a reactive and flexible approach to planning, prioritising and implementing day to day administration at Wycombe Swan, including drafting and preparing emails, letters, reports, minutes, forms and procedures.
- Provide general administrative support to the Theatre Director and senior management team as required.
- Maintain and co-ordinate the venue's electronic and manual filing systems and records.
- Provide general administrative support as required including office management, reception duties, meeting clients, diary management, telephone answering, organising post, couriers, general supplies etc, as required.
- Ensure satisfactory storage, organisation, maintenance and security of stationery and office-related stock and machinery.
- Support Wycombe Swan's management team in organising and managing electronic and paper-based business documentation, ensuring it is kept up to date.
- Organise, attend and proactively contribute to meetings as required, preparing agendas, acting as note taker and observing sensitivity and confidentiality where appropriate.

## Health & Safety

- Support managers in the dissemination, implementation and promotion of Company and local health and safety procedures and best practice.
- Ensure Display Screen Equipment assessments are undertaken at least annually and that identified actions and reasonable adjustments are followed through, in liaison with line managers.

## Recruitment, Training and Development

- Assist and support managers in the effective planning and co-ordination of staff training, development and learning within the venue's training budget limits.
- Accurately maintain training records and systems, providing training reports and information to line managers as required.
- As required, instruct and guide colleagues regarding administration processes and procedures, ensuring venue-wide adherence to high standards of administrative practice at all times.
- Undertake training and development relevant to the successful execution of the job role.

## Other Responsibilities

- Dress in accordance with Company policy and as appropriate for the job role, wearing protective clothing where issued and as instructed.
- At all times, act as an ambassador for the venue and HQT&H.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

## PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

### Experience

- Experience and evidence of effective management of administrative systems and procedures.
- Experience administering effective staff recruitment and engagement.
- Proven experience of cash handling, budget control and maintaining accurate financial records.

### Skills

- At least intermediate level of competency using Outlook, Word and Excel.
- Excellent written and verbal communication abilities in dealing with colleagues, the public, stakeholders and industry colleagues.
- The ability to communicate across multiple levels with sensitivity, discretion and confidentiality.
- Excellent numerical skills.
- Experience of and the ability to accurately note and transcribe meeting minutes.
- Excellent organisational skills and the ability to delegate effectively to others.
- The ability to work calmly and effectively in a pressurised work environment.

### Knowledge

- At least a basic working knowledge of HR, employment law and legislation.

### Attitude

- A strong service focus and a genuine desire to deliver an excellent customer experience.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- A willingness to work occasional evenings, weekends and/or Bank Holidays if the job role requires.
- A willingness to undertake training, learning and development relevant to the job role.
- An interest in and enthusiasm for live theatre, entertainment and hospitality.

### Desirable

- Advanced level Excel and Word skills/qualification.
- Health and Safety for Managers, or similar training qualification.
- Train the Trainer qualification and/or experience of delivering effective in-house training.
- A working knowledge of Artifax and Audience View.
- Management qualification to at least NVQ Level 3 or similar.
- Experience of administering accurate payroll reporting and/or systems.
- Proven experience as a successful manager, leader and motivator.
- Previous professional work experience in an HR advice capacity.