

## **Administration & Finance Officer**

### **Information Pack**

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## King's Lynn Festival – Introduction

We have a long history – the Festival was founded by Ruth Lady Fermoy to celebrate the opening in 1951 of the newly restored 15th Century Guildhall of St. George. It soon gained a reputation for bringing distinguished performers, orchestras and ensembles to the town. In the early years we welcomed John Betjeman, Benjamin Britten and Sir John Barbirolli with the Hallé Orchestra and more recently the Festival has featured art historian Andrew Graham-Dixon, Courtney Pine, Lesley Garrett, the Unthanks, and celebrated soprano Dame Kiri Te Kanawa.

We are a company that really cares about what we do, who we work with, and what we're working for – quality is at our heart. Our work is focussed around our summer 2-week Festival (July 17 – 30 2022), but we also put on events between September – May. Predominantly we stage classical music performances, but we also present online events, talks, films, theatre, outdoor events and exhibitions in venues around the town and beyond. We run local community initiatives, invite young people to come to workshops, and regularly work with schools developing creative projects. We are based in the St. George's Guildhall complex and manage community and commercial lettings on behalf of the Borough Council for the three onsite gallery spaces – the Red Barn, Fermoy Gallery and Shakespeare Barn.

Our 2020 Festival was cancelled due to covid, but we successfully delivered a smaller scale Festival in July 2021 and we are now in the middle of our Autumn programme. Moving into 2022 we have a busy time ahead as we return to a full programme of events, launching a new season brochure at the end of the year, piloting an Early Music Festival in April, alongside our main Festival launch.

We are managed by a Board of Trustees and day-to-day activity is run by a small team comprising three part-time 'on site' staff – Festival Manager, Administrative and Finance Officer and a temporary Kickstart Communications & Events Intern (post to be advertised in January 2022). In addition we employ two 'off-site' members of the team - freelance Artistic Director and a Marketing Manager. In addition we rely on a team of around 50 volunteers, casual and freelance staff to keep the wheels turning.

The King's Lynn Festival plays an active role in arts in the region and is central to the creative life of West Norfolk. We join in partnership projects with other cultural organisations and community groups, such as, the Royal Geographic Society (with IBG), King's Lynn Community Film Club, Alive Leisure, PEACH – Local Cultural Educational Partnership, Norfolk Museum Service, Creative Arts East to name but a few. We're supported by West Norfolk Borough Council and the County Council, as well as Arts Council England. We are a registered charity and a registered company limited by guarantee.

## **JOB DESCRIPTION**

### **Administration and Finance Officer**

**16 hours a week plus additional hours during May – August period**

**Pro Rata FT equivalent £20,475**

**Application Deadline - 6pm Sunday 21<sup>st</sup> November 2021**

#### **Purpose of Job:**

The role of this post holder is to support the Festival Manager in a variety of mainly office-based tasks to administer, promote, and ensure the effective development and delivery of the annual Festival of music and the visual arts, and its associated year-round events and community education projects. Assistance may also be required at local venues for Festival events and education projects.

#### **Outline responsibilities**

##### **General Administration**

- Oversee general office administration including systems for managing information, office supplies and equipment. Provide administrative support in filing, archiving, copying, office diary, post, emails/voicemails, invitations, regular correspondence, material for meetings, the Board and AGM, and other documents as appropriate.
- Act as first point of contact for the office – phone and email, public enquiries and visitors or deliveries; ensuring all communications are dealt with in a timely, efficient and pleasant manner.
- Maintain and safeguard all records, documentation, filing systems and data bases, to comply with internal policies, data protection, and financial and other regulations. Administer bulk/group mailings for the organisation. Maintain and control office supplies, and stock to budget. Liaise with IT providers and contractors regarding the company's systems, hardware and software. Organise annual PAT electrical testing for relevant equipment.
- Administer all Gallery lettings under agreed arrangements with BCKLWN; occasional unsocial hours keyholder call-out. Prepare quarterly lettings reports for the Trustees and BCKLWN. Liaise with BCKLWN/Alive regarding scheduled maintenance and repair issues for the current office premise and Galleries.
- Administer the Festival's membership scheme for Friends and Patrons.
- Support the Festival Manager with event planning, including merchandise sales, sponsor-related administration, parking permits, First Aid support, artistes' requirements, and recruiting/rostering volunteers and event stewards: organise accommodation and hospitality for visiting artistes; organise events associated with educational projects; and maintain the music programme and mailing list databases.

##### **Finance processing and monitoring**

- Raise invoices and monitor receipts; setting up payments (CAF Bank) for authorisation; entering and coding all bank transactions into Xero accounting system.
- Banking cash/cheques; manage petty cash miscellaneous sales and purchases, accurately recorded.
- Prepare and submit returns for Gift Aid, FEU, and PRS as required; instigate monthly/quarterly payments for VAT, PAYE/NIC and NEST Pension (via Xero).
- Assist company accountants during preparation of annual accounts, and with information for periodic statutory returns.

## **Other tasks**

- Provide practical support for the Festival team at venues e.g. event equipment or 'Front-of-House', working collaboratively with colleagues to meet the organisation's objectives.
- Plan, organise and manage own workload to ensure your contribution to the company's financial and administrative processes is achieved in a timely and accurate manner.
- Undertake any other duties assigned by, and training agreed with, the Administrator which may reasonably be deemed within the status of the job and appropriate to the post.
- Promote the appropriate image for the Festival with all partner organisations and contacts, representing the company with diplomacy, discretion and courtesy at all times, whilst safeguarding all confidential information.

## **About You**

You will bring with you excellent written and verbal communication skills, confidence in dealing with a range of people, high level ICT skills and experience of office and finance administration. You will be highly motivated, creative, enjoy working as part of a hardworking and professional team and have an interest in the arts and cultural activities. Previous experience in an 'arts' role is not essential, but we will look for candidates with an enthusiasm for developing within this area and who can confidently outline transferable skills and experience.

## **Compliance**

- Carry out all duties within parameters agreed with the Festival Manager and in accordance with appropriate internal and statutory procedures
- Adhere at all times to KLF employment policies and procedures with particular reference to Health and Safety, Equal Opportunities and Safeguarding
- Work collaboratively with team members, volunteers and other colleagues in order to meet organisational objectives

## **Training**

- Undertake training as identified and agreed with the Festival Manager to ensure the ongoing effective delivery of the role e.g. First Aid, ICT, office systems, Front of House and buildings procedures.

## **Conditions that the post-holders must be willing/able to comply with in order to perform the job**

- Some weekend and evening work will be required, particularly nearing and during the Festival period.
- On occasion travel locally within King's Lynn and across Norfolk may be required.
- Time off in lieu is available for all posts at the discretion of Festival Manager. KLF does not pay overtime.
- The post holder will be expected to undertake any additional paid hours offered in the run up to the Festival. This will be mutually agreed in advance each year and these hours may vary year on year depending on the funding available.

## Person Specification

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Confident and competent IT user with a working knowledge of Outlook, Access, Word and Excel (MS Office)	√	
Knowledge of routine office systems and procedures e.g. filing, archiving, maintaining mailing lists/databases and email messages	√	
Knowledge of social media platforms and website management		√
Knowledge of and/or keen interest in the arts		√
Awareness of diversity, safeguarding, access and equal opportunities issues		√
<b>Qualifications</b>		
Qualified to 'A' level or above or equivalent	√	
Good numeracy skills with at a least a GCSE in Maths and a GCSE in English (or equivalents)	√	
<b>Experience</b>		
Previous experience of working in an arts environment in a voluntary or paid capacity		√
Experience of working within an office based, team environment	√	
Experience of marketing, publicity and/or promotional practices		√
Finance experience e.g. banking, reconciliations, cashing up, petty cash, PAYE, invoicing, VAT returns	√	
Excellent written and verbal communication skills, responding effectively in person, in correspondence and over the phone	√	
Ability to manage multiple priorities, work well under pressure and meet deadlines	√	
<b>Personal attributes</b>		
High degree of commitment and flexible approach to working hours	√	
Keen and willing to learn new skills	√	
Outward going, confident and friendly with people	√	
Ability to travel independently both locally within King's Lynn and across Norfolk		√
The ability to respond positively and creatively to challenges	√	
<b>Skills</b>		
Very high levels of accuracy and attention to detail	√	
Can work well on own initiative, independently or as part of a team	√	
Excellent interpersonal skills with a commitment to high quality customer care	√	

## Terms and Conditions Summary

The post is offered as a salaried position as an employee of King's Lynn Festival Ltd. as such it is subject to our standard Terms and Conditions of Employment (full details provided with your employment contract).

This is a post is 16 hrs per week to commence at a mutually agreeable date in December 2021, subject to interview and receipt of satisfactory references. The post has a three month probationary period.

The post holder will also be expected to undertake any additional paid hours offered in the run up to the Festival. This will be mutually agreed in advance each year and these hours may vary year-on-year depending on the funding available.

The role will involve evening and weekend working during the Festival (17 - 30 July 2022) and at occasional events throughout the year.

Salaries are payable monthly in arrears, such payments being credited to a bank or building society.

Annual Leave: Pro-rata statutory leave (not to be taken between 6 weeks before the Festival period unless agreed with the Festival Manager).

Core Hours of Work: 16 hours per week (excluding breaks). Working hours will be mutually agreed – usual office hours are 9.00 am to 5.00 pm Monday to Friday. It is envisaged the core hours will be split over 2-3 working days. Additional hours will be mutually agreed during usual office opening hours.

Place of Work: The place of work will be the Festival's offices at Fermoy Gallery, St George's Courtyard on King Street, King's Lynn PE30 1EU. The Festival also uses a variety of venues throughout the town for performances and events.

## Equal Opportunities

We are committed to ensuring equality and fairness for all employees, partners, contractors and the general public. We will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, gender reassignment, religion or age. The King's Lynn Festival opposes all forms of unlawful and unfair discrimination and will work to promote opportunities for sections of the community that are currently under-represented.

All individuals will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents.

We strive to create an environment in which individual differences and the contributions of all our staff are recognised and valued. No form of intimidation, bullying or harassment will be tolerated. We actively encourage applications from people of all backgrounds, especially those currently less represented in our industry. We are happy to make all reasonable adjustments to enable applicants to participate in the selection process, and for the successful applicant to carry out their role.

## Application Procedure

Application Forms can be requested by

- emailing [info@kingslynnfestival.org.uk](mailto:info@kingslynnfestival.org.uk)
- or found online at [www.kingslynnfestival.org.uk](http://www.kingslynnfestival.org.uk)

Please return completed Application Forms along with a covering letter to:

KING'S LYNN FESTIVAL Fermoy Gallery, 7-9 St George's Courtyard, Off King Street, King's Lynn, Norfolk, PE30 1EU

Applications may also be made electronically to [ema@kingslynnfestival.org.uk](mailto:ema@kingslynnfestival.org.uk)

## Key Dates

Application Deadline

**6pm Sunday 21<sup>st</sup> November 2021**

No applications can be considered after the closing date

Interviews

Week commencing **29<sup>th</sup> November 2021** in King's Lynn

Venue to be advised.

Expected start date

ASAP - December 2021