



JOB DESCRIPTION

Art House

Finance, Facilities and Operations Support

Salary	£21,000 pro rata per annum
Hours	28 hours per week (includes rota'd out of office hours and Saturday working)
Responsible to	The Art House Strategy, Development and Operations Manager
Responsible for	<ul style="list-style-type: none"> • Line management of: <ul style="list-style-type: none"> - Administration Assistant - Tea Studio Café Manager • Supervision of any office based work placements and volunteers. • The role will liaise with the Finance Manager (part-time role currently delivered through a service agreement with St. Marys Church and Conference Centre).
Location	The Art House, 8 Backfields, Sheffield, S1 4HJ
OVERALL PURPOSE OF JOB	
<ul style="list-style-type: none"> • To help ensure the smooth running of the Art House operations through the development and implementation of effective internal systems and processes. • To be the first point of contact for all enquiries from students, visitors and contractors etc, whether face to face, by telephone, email or letter. • To help ensure the maintenance of the building and lead on the health and safety issues ensuring a safe working environment for everyone. • To provide support on monitoring the overall financial health of the charity and deliver effective financial management. • To provide excellent line management to staff responsible for. 	
MAIN DUTIES AND RESPONSIBILITIES	
<p>Day to day operations</p> <ol style="list-style-type: none"> 1. Ensuring professional and efficient communication with all customers, by telephone, email, letter and face-to-face, when dealing with their enquiries. 2. Responding to people who come into the office who are looking for help and support. 3. To be responsible for the development of good administrative practices across the Art House including maintaining and developing administrative procedures and recording systems, e.g. office diary, course booking, room and exhibition bookings, filing systems etc. 4. To take course and room rental bookings through the use of the EZ Facility database. 5. To ensure any customer information held on the EZ Facility database or other management systems are accurate and complies with legal and data protection policies. 6. To ensure that publicity and marketing materials, including website and hard copy leaflets available from the Art House, are kept up to date. 7. To maintain stationery and office supplies. 	

8. To oversee existing service agreements with external suppliers, including IT support, the cleaning contract for the building and any contracts associated with health and safety compliance.
9. To be responsible for organising repairs and maintenance on the building when necessary.

Finance

Please note: the routine processing of invoices and preparation of monthly financial management reports will be carried out by the Finance Manager (part-time role currently delivered through a service agreement with St. Marys Church and Conference Centre).

1. To support day to day financial management, including: maintaining accurate financial records, maintaining petty cash systems, weekly banking of café income, issuing of customer refunds through use of Paysafe/NetBanx and handling gift voucher purchases.
2. To provide support in developing the annual budget and cash-flow and help in monitoring the financial performance of the Art House against its strategic, business and operational plans.
3. To contribute to the production of funders' reports, reports to the Board of Trustees and the Charity's annual report.
4. To be responsible for the administration of staff payroll.

Information management & systems

1. To help maintain and support the development of the Art House website (WordPress).
2. To support the production of in-house leaflets and flyers (Word, Publisher).
3. To support the Sales & Marketing Manager in further developing the Art House's social media strategy.
4. To support the Well-being Coordinator in collating outcomes information (and associated evidence) associated with the Art House's well-being work.

Health & Safety and Safeguarding

1. To take the lead on health and safety issues within the Art House and be responsible for ensuring safe working environment within the building.
2. To ensure effective and safe issuing of security fobs to Pottery Open Studio members, staff and volunteers.
3. To work the Café Manager to ensure the café provides a safe environment for all students (including well-being students), volunteers and café visitors.
4. To undertake the role of first aider and fire marshal.
5. To ensure mandatory policies and procedures are up to date and implemented including Health and Safety, Safeguarding and Equality and Diversity and ensure any incidents are reported.

Staff management and additional tasks

1. Ensuring effective line management responsibilities for the staff and volunteers responsible for including their ongoing development.
2. To provide additional support to the Sales & Marketing Manager in timetabling commercial classes and workshops.
3. Proactively contribute at the regular team meetings to ensure the team are up to date with issues and can provide additional input to taking matters forward.

FLEXIBILITY
The job description attempts to cover the main duties of the post, however it is not meant to provide an exhaustive list of tasks. Some flexibility working in the role is needed and the post holder will be required to deliver any additional tasks not specifically referred to above.
WORKING ARRANGEMENTS
The Art House is routinely open from 8am-9:30pm 5 days a week and Saturdays 10am-4pm for classes and activities to be held. The post holder will be expected to be on the team rota for working outside standard office hours.
PERSONAL DEVELOPMENT
The post holder will be expected to; attend regular support and supervision sessions; take responsibility for their personal development and identify any training needs within budget.