

# Job Description

**Job Title:** EA to the Director for Audiences

**Department:** Barbican Centre

**Grade:** C

**Location:** Barbican Centre

**Responsible to:** Director for Audiences

**Responsible for:** N/A

## Barbican Centre

The Barbican is an international arts, conference and learning organisation in the heart of the City of London.

Across its theatres, concert halls, cinemas, galleries, business venues, public and community spaces, the Barbican showcases the most exciting artists and performers from around the world, pushing traditional artistic boundaries and helping us understand our lives in new and unexpected ways. Each year, the Centre presents hundreds of different performances, events and exhibitions that entertain and inspire millions of people, create connections, provoke debate, and reflect the world we live in.

Firmly rooted in its neighbourhood, the Barbican collaborates on projects with local communities, and supports young people and emerging talent to develop their artistic practice and access jobs in the creative industry.

## Purpose of Post

The EA will provide efficient and effective executive administrative support to the Director of Audiences, managing their complex diary, and enabling them to make the best use of their time.

The EA will be the first point of contact and to represent the Director of Audiences in all interactions with internal and external stakeholders, maintaining a proactive approach, the highest possible standard of customer service.

The post holder will work proactively with the other director's EA's and to facilitate strong, collaborative working relationships and executive support standards across the assistant group at the Barbican and will act as a role model for the Barbican's management style and leadership, most importantly in the areas of equity, inclusion and wellbeing

The EA will facilitate good working relationships with the other directorates and departments across the Barbican, the City of London Corporation, the Chair and Deputy Chairs and the other members of the Barbican Board.

In addition, The EA will support the Director with strategic planning and research.

## Main Duties & Responsibilities

1. To provide proactive and forward thinking EA and administrative support to the Director for Audiences including diary management, providing all relevant documentation and correspondence ahead of the meetings, managing their inbox, drafting and prioritising responses, meeting and welcoming visitors and arranging visits.

2. To field all calls received by the Director, ensuring that accurate messages are passed on to them or other relevant staff. To also manage the responses to e-mails passed on by the Director.
3. To proactively plan and coordinate the Director's complex diary (day and evening, short and long term, internal and external meetings). To prioritise meetings and rearrange at own discretion where necessary to ensure maximum efficiency and best use of their time, and to ensure that the Director has a clear overview of their daily/weekly internal and external commitments.
4. To act as a central point of contact for all Heads of Department within the Division and manage the information flow between them. To ensure that regular meetings for the Director and their reports and scheduled in and well managed, supporting with interdepartmental co-ordination.
5. To support the Director in the management of the people related processes by ensuring that all sickness, annual leave, appraisal and similar information is correctly recorded on City People (HR system) and by putting in place effective monitoring systems to have an overview of long-term processes such as probation or annual performance review. To help coordinate any recruitment processes on behalf of the Director.
6. To develop, maintain, improve and structure office administrative procedures including the Directors' filing and archive systems, contact systems, monitoring systems and all other administrative systems which contribute to the efficient running of the office.
7. To support the Board paper cycle for the division and to ensure Directorate and Board papers are ready for the Director as soon as they are available.
8. To plan the Directors' trips in the UK and overseas: propose and make arrangements for itineraries which are cost and time efficient, organise meetings, speak to contacts directly on agendas/presentations for meetings and conferences and manage all necessary administrative arrangements.
9. To plan and undertake research and other administrative project work on behalf of the Director as required, and draft reports and briefing papers on findings.
10. To work collaboratively with other Directorate EAs to ensure there is consistency and efficiency in processes across Barbican. To provide support/cover to other directors when required (i.e. Annual Leave, sickness)
11. To take ownership of the efficiency of the office area including stationary orders, photocopier and printer maintenance, keeping taxi courier records and administrating the Director's expenses claims, petty cash and corporate credit cards. To report faults with the relevant departments when needed.
12. To organise internal and external meetings as required: book rooms with Artifax across Barbican, Guildhall School and Milton Court buildings, collate agenda/papers; attend and take full minutes on occasion for further circulation, books refreshments and lunches. This includes wider artform meetings with large numbers of people and liaising with facilitators/ consultants.
13. To organise external stakeholder events and provide support as required.
14. To carry out any other duties which the Director may require to provide support across the Director's departments, as well as work with the other departments at the City of London, and other arts organisations.
15. To liaise with IT regarding equipment maintenance, e.g. mobile phones, laptops and iPads.



16. To use the City of London's purchasing system, CBIS, to raise purchase orders and to enter invoices onto the system. Create new suppliers and keep current suppliers up to date.
17. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
18. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
19. To undertake any other duties that may reasonably be requested appropriate to the grade

# Person Specification

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**Trent Position number:** 05B0370/001

**DBS Criterion:** No DBS

**Security Vetting Criterion:** No security vetting is required

**Politically Restricted Post Criterion:** This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

## Professional Qualifications / Relevant Education & Training

1. GCSE Grade C or above in English and Maths, or equivalent (A)
2. Good knowledge of other London-based, national and international arts institutions with a keen interest in the Arts. (A, I)

## Experience Required

1. Relevant EA experience including complex diary management at a senior/executive level, organising complex travel arrangements and itineraries, setting and maintaining office systems and procedures and drafting correspondence. (A, I)
2. Experience of coordinating people-related processes within the division e.g. probations, appraisals, recruitment, annual leave management, maintenance of sickness records. (A, I)
3. Exceptional organisational skills with proven ability to develop, create and maintain office systems. (A, I)
4. Experience of assisting with event arrangements e.g. room bookings, refreshments, contact lists/guest lists. (A, I)
5. Experience of dealing with people of all levels including Board Members and artists, always ensuring a high level of customer service. (A, I)
6. Proven ability to build and manage relationships at all levels with excellent verbal communication skills and telephone manner, and strong written communication with the ability to write for a variety of purposes and to differing stakeholders of differing seniority levels. (A, I)
7. Good prioritising and time management skills with a proactive approach to work. (I)

## Technical Skills & Knowledge

1. Excellent IT skills including MS Office (Outlook, Word, Excel and PowerPoint) and experience of using databases and computer-based systems. (A)

## Other Relevant Information

1. Preferably, experience of working as a EA to a Director in an Arts Organisation.
2. Attendance at arts events is strongly encouraged to ensure a thorough understanding of the operations and objectives of the Centre.

3. Working hours are between 9.30am and 5.30pm, Monday to Friday, being 35 hours per week. Flexibility is required to fully support the Director's work.

## **Recruitment – Note to Applicants**

***The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.***

***Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.***

# Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

## **Contract**

The position is offered on a permanent basis.

## **Salary**

The salary range for this job is £36,900 - £40,850 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

## **Pension**

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

**The current employer contribution rate for the City of London is 21%.**

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

## **Hours of Work**

Normal hours of work are 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

## **Frequency and Method of Payment**

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

## **Annual Leave**

There is an entitlement of 24 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

## **Continuous Service**

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

## **Probationary Period**

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

## **Notice Period**

1 month by either party after satisfactory completion of probationary period.

## **Learning and Employee Development**

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

## **City Benefits**

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

## **Employee Volunteering Programme**

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation

## **Sickness Absence and Pay**

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement

# barbican

We are London's  
**Creative Catalyst**  
for arts, curiosity  
and enterprise



We spark creative possibilities and transformation for artists, audiences, and communities – to inspire, connect and provoke debate.

We are the place to be in this Destination City, where everyone is welcome. Our impact is felt far outside our walls and ripples beyond the experiences we offer – locally, nationally and internationally.

[barbican.org.uk/values](http://barbican.org.uk/values)

