



OPERATIONS ASSISTANT

JOB DESCRIPTION

Post:	Operations Assistant
Hours:	30 hours per week flexible working hours over 4 or 5 days. Occasional weekend and evening work to support the delivery of projects and festival events.
Salary:	£21,000 per annum.
Reporting to:	Director.
Responsible for:	Office management and administrative volunteers.
Location:	Based at the company office at Bluecoat, School Lane, Liverpool, L1 3BX. Offsite working is required to support delivery of events and projects.
Holiday entitlement:	25 days plus bank holidays pro rata.
Pension:	Employee enrolled into the Nest Pension Scheme with employer's statutory contributions.

All candidates must have the right to live and the right to work in the UK. Successful applicants will be asked to present the relevant documents to demonstrate their eligibility to work in the UK.

ABOUT US

Founded in 1998, Liverpool Arab Arts Festival (LAAF) is the UK's longest-running annual Arab arts and culture festival, platforming the best UK and international Arab artists. Our work continues throughout the year, with a wide range of events and participatory projects that bring together artists and diverse communities. LAAF builds connections that help more people to encounter and experience Arab culture in Liverpool and beyond.

PURPOSE OF ROLE

We are looking to appoint an **Operations Assistant** to support the effectiveness and efficiency of the organisation.

Working individually and as part of a team, the Operations Assistant will support our ambitious growth plans through effective administration, financial recording and monitoring procedures. The postholder will undertake a wide range of tasks, including working closely with the creative team to support the delivery of artistic events and projects.

This position is the perfect opportunity for a positive, motivated and well-organised individual looking to develop a career in artist management.

The successful candidate must complete the relevant DBS check after interview.

KEY DUTIES

Administrative

- Be the main contact for external enquiries via email, phone and post, directing key information to relevant team members.
- Responsible for office management, including ensuring all stationery and building supplies are monitored and replenished efficiently, adhering to best value and environmental policies. This includes maintaining office workspace to ensure it is a welcoming space for staff and visitors.
- Ensure Health and Safety information is updated, first aid supplies are replenished and mandatory certificates are visibly displayed.
- Organise Portable Appliance Testing (PAT) of organisational equipment and
- Review and renew memberships including digital/software licences.
- Support management of organisational cloud systems ensuring all files are uploaded and well organised.
- Manage the collection, processing and storage of organisational data across all areas of work.
- Support organisational reporting to funders and stakeholders.
- Attend Board and staff meetings to accurately record minutes when relevant.
- Support senior management in arranging appointments and coordinating meetings, preparing necessary papers and recording minutes.

Artistic administration:

- Issuing and monitoring the return of agreed contracts for artists, suppliers and freelancers.
- Develop, maintain and populate systems for the collation of a range of data for organisation and funder reporting.
- Responsible for the management of audience survey process and entering responses into Illuminate portal.
- Support the creative team with the collation of artist information, including event copy and images.
- Arrange for the print and distribution of promotional material such as festival brochures.
- Advancing events when relevant, including booking hotels and local, national and international travel.
- Be present at festival, community events and projects supporting with venue dressing, collating audience surveys, and organising dressing room riders.
- Oversee volunteer schedule for events and the payment of volunteer expenses.

Finance:

- Maintain accurate records of financial activities, including imputing income and expenditure into digital finance system.
- Compile invoices for payment ensuring rigorous checks and balances are carried out.
- Work closely with senior management to produce regular finance and funder reports.
- Work closely with the director to prepare for annual financial inspection.
- Preparing purchase orders for goods and services, processing and recording payments each month.
- Manage company petty cash and keeping accurate records up to date.
- Manage and record volunteer expenses and artists per diem cash payments.

Human resources:

- Support the induction of new staff and volunteers.
- Maintain staff and volunteer files, including: collation of timesheets, recording annual leave and sickness, and ensuring personal information is current.
- Arrange for new staff and volunteers DBS checks, notifying management when DBS renewals are due.

- Maintaining staff training and development records and support director in arranging training and development for staff, volunteers and board members.
- Providing LAAF's external payroll provider with accurate monthly updated for the preparation of staff wages.
- Support management in maintaining and updating policy and procedure.

Other:

- Work with the team to contribute to, and maintain, LAAF's core social media platforms and website.
- Uploading event information on relevant listings sites.
- Collate press cuttings, reviews, quotes, pictures, video clips and recordings for publication on website and archives.
- Support the production of the monthly digital newsletter and maintaining and updating mailing lists.
- Carry out duties and responsibilities regarding Equal Opportunities, diversity and dignity at work in the delivery of services and the treatment of others.
- Adhere to LAAF policies and procedures and ensure confidentiality of organisational information at all times.
- Undertake any training necessary to fulfil the role.
- Carry out any other duties as may be reasonably required by the management.

SKILLS, KNOWLEDGE AND EXPERIENCE

Skills

- An organised and proactive team player who can work independently.
- Strong organisation and planning skills with the proven ability to meet deadlines under pressure
- An effective and confident communicator who is welcoming, supportive and able to manage a diverse range of enquiries in person and digitally.
- Able to work flexible hours including early starts, evenings and weekends during annual festival period, occasional out of festival events and community projects.
- Willingness to travel within the Liverpool City Region and occasional regional and national travel to meetings and events.

Knowledge

- Knowledge of using systems for data collation and reporting.
- An affinity for the mission, vision and work of LAAF and a passion to play a

key role in its success.

- Thorough understanding and commitment to diversity and equal opportunities.
- Confident using Microsoft Word and Excel.
- Able to use social media platforms including Facebook, Twitter/X and Instagram.

Experience:

- A minimum of 2 years' experience of working in a finance, administrative or similar role.
- Strong IT skills, including creating documents, spreadsheets, database and electronic filing systems.
- Proficient in using Microsoft Office software.
- Experienced in financial management processes, including invoicing, petty cash, reconciliation and digital finance management.

Desirable:

- Speaking, reading and writing skills in Arabic.
- An understanding of contemporary Arab arts and culture in UK and internationally.
- Experience of working within a festival and/or arts environment.
- Experience of working for a charitable organisation.
- Working knowledge of the safeguarding of children and vulnerable adults.

HOW TO APPLY:

Please visit our website to download the Job Description and Equal Opportunities form.

To apply, please email the following to admin@arabicartsfestival.co.uk with the subject line 'Operations Assistant application':

- A covering letter (maximum 2 sides of A4) demonstrating your suitability to the role, directly addressing how you meet the stated Responsibilities, Skills, Knowledge, and Experience in the Job Description.
- Your CV
- Contact details of 2 referees, one of whom should be a current employer.
- Completed Equal Opportunities form.

Liverpool Arab Arts Festival is committed to building the diversity of its core team to be more representative of the communities it serves, and to increase opportunities for people who are currently underrepresented in our industry.

We encourage applications from candidates of Arab and SWANA (South West Asia and North Africa) backgrounds, those who self-identify as BIPOC (Black, Indigenous, People of Colour), d/Deaf and disabled applicants and individuals from lower socio-economic backgrounds.

Closing date for applications: 9am, Monday 18 September 2023.

Interviews held w/c 2 October 2023.