



## Stagecoach Performing Arts

### Job Title

Team Administrator – Compliance & Franchise Operations

### Based

Woking, Surrey

### Hours

Full time – 37.5 Hours per week

### Salary

£23k - £27k per annum (depending on experience)

Stagecoach Performing Arts was founded in 1988 and continues to grow as the UK's largest network of extra-curricular performing arts schools for children, with over 50,000 students enrolled in our weekly classes worldwide.

Over the years we have seen more than one million students unlock their potential, which is something they will value for their whole life. At Stagecoach we teach our students so much more than how to sing, dance and act. We help them blossom into well-rounded individuals, ready to embrace life and all its opportunities. We encourage them to take 'safe risks' through rehearsals and performance, which brings out a willingness to take on new challenges.

With 350 franchises and 3,000 teachers worldwide, Stagecoach operates over 2,000 schools and classes and has a presence in eight countries including Canada, Germany, Malta, Spain, Gibraltar, Australia, and South Africa. Notable alumni include Emma Watson, Jamie Bell, Eleanor Tomlinson, Tuppence Middleton, Tom Fletcher, Dani Harmer, Josh Cuthbert, Danny Mac and Charlotte Jaconelli.

Stagecoach is part of the Trafalgar Entertainment family [www.trafalgarentertainment.com](http://www.trafalgarentertainment.com)

We are looking for an enthusiastic and passionate **Team Administrator** to join the Compliance and Franchise Operations Team.

The Team Administrator will be responsible for managing quality assurance processes and operational compliance of Stagecoach Franchisees around the world. Identifying areas at both individual and company level where the experience of our customer can be improved, the Quality Assurance Coordinator will track, manage reporting and monitor improvement of service delivery across Stagecoach.

This is a fantastic role for someone looking to develop their career in a friendly, fast paced and exciting organisation.

### Key Responsibilities & Accountabilities

- Manage the administration for the 'Stagecoach Annual Review' quality assurance programme.
- Support and Liaise with the external Stagecoach Reviewer Team and Franchisees to arrange Stagecoach Annual Reviews in line with organisational objectives.
- Collate and organise data gathered from Stagecoach Annual Reviews to show trends in Franchisee compliance and the level of service that is being given to customers.
- Using existing reports, identify areas where operational standards are not being met, identify priorities and track improvements over time.
- Working with the Quality Assurance Manager, administrate internal compliance processes which have an emphasis on Franchisee education and continuous improvement.
- Carry out supportive, remote compliance inspections to Stagecoach Franchisees around the world.
- Proactively following up franchisees for any information outstanding from compliance inspections.
- Monitor franchisee online marketing activity and help franchisees understand and stay within guidelines.
- Ensuring records on each Franchisee's business structure are complete and up to date.
- Helping resolve Franchisee queries about the quality assurance and compliance.
- Regularly updating the intranet to ensure all policies are up to date and franchisees have access to the right information.
- Maintaining confidentiality and integrity of Franchise information.

- Support with administration of the Franchisee Renewals process to ensure that all Franchisees successfully meet the renewal criteria prior to their renewal date.
- To manage the administration of safeguarding training for Franchisees and managers.
- To manage the DBS renewal process for all staff, franchisees and their teams, immediately alerting the relevant members of the management team to any franchisees or team members without a valid DBS or equivalent.

## **Person Spec**

### **Essential:**

- Previous experience working in a high paced, administration role
- Strong numerical literacy
- Fantastic organisation and time planning skills
- Good communication skills, both verbal and written
- Confident, friendly and proactive approach to work
- Good command of IT systems, including Google, gmail and the Microsoft Office suite
- Ability to work independently as well as part of a team

### **Desirable**

- Experience working with franchisees, or in a franchise organisation
- An interest in performing arts

To apply, please send a CV and covering letter to [recruitment@trafalgarentertainment.com](mailto:recruitment@trafalgarentertainment.com) with subject line 'SC Quality Assurance Coordinator.

Closing date for applications is Sunday, November 7th. Early applications are encouraged as suitable candidates may be invited to interview before the closing date.

Stagecoach is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.