



<b>Job Title</b> Stagecoach Education & Event Administrative Support	<b>Based at</b> Woking
<b>Reports to</b> Head of Performance, Production and Partnerships	<b>Salary</b> £22K, dependent on experience
<b>Job Purpose Summary</b> To provide efficient day-to-day administrative support for the Education, Learning and Events Department	
<b>Key Responsibilities &amp; Accountabilities</b> <ul style="list-style-type: none"><li>● Liaise with the Principals to deliver the best possible customer experience at all times</li><li>● Liaise between Support Centre and Principals - providing information and identifying and resolving any issues that may arise</li><li>● Communicate with the Head of Departments supporting projects and tasks as agreed</li><li>● Update, upload and reorganise documents on the intranet as required</li><li>● Update STARs after communications with Principals</li><li>● Attend regular telephone calls and meetings with the Head of Departments to ensure all key business updates are shared and acted upon where required.</li><li>● Manage the ticket sales platform, ensure website changes and make social media postings where applicable.</li><li>● Liaise regularly with the finance team through fortnightly meetings</li><li>● Record and maintain event related information, ensuring it is always kept up to date with the relevant processes and procedures in place.</li><li>● Assist in the administration, ensuring that all correspondence, contracts, and purchase orders for suppliers are sent and received in a timely manner</li><li>● Collate relevant material from Principals including registers, paperwork and programme copy, ensuring appropriateness and quality</li><li>● Other ad-hoc requirements as required</li><li>● Drive self-development through ongoing research and networking</li><li>● Responsibility of an individual and shared email inbox</li><li>● Be a point of contact for the extended education and training team of facilitators</li><li>● Support with the organisation of training and development programmes - including diarising, booking venues and delegate communications, pre and post event admin.</li><li>● Support with department admin such as updating spreadsheets and records of franchisee and teacher engagement</li><li>● Administration support for the teaching diploma courses facilitated by Stagecoach</li><li>● Attend regular meetings with the Performance, Production and Partnerships Team.</li><li>● Assist with the administration of Franchisee product purchases such as events and Show in a Box.</li><li>● Be able to competently represent Stagecoach performing arts when communicating with customers and internal/external partners and adopt the Stagecoach way.</li></ul>	
<b>Knowledge &amp; Skills Required</b> <ul style="list-style-type: none"><li>● Excellent written and verbal communication skills</li><li>● Proficient with Microsoft, Word, Excel and Google docs, slides and sheets</li><li>● Excellent organisational skills with attention to detail</li><li>● Able to work on own initiative but also within a team</li><li>● Able to meet tight deadlines</li><li>● Customer focused</li><li>● Experience or knowledge working with budgets</li><li>● Some knowledge of teaching and learning and performing arts</li></ul>	

## How to apply

To submit your application, please submit a CV and cover letter as to why you think you are suitable for the role, to [recruitment@trafalgarentertainment.com](mailto:recruitment@trafalgarentertainment.com) by **Sunday 24<sup>th</sup> July 2022**.

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