



The Montgomery

Job Description: Administrative Officer

Main purpose of role: To be responsible for box office and reception duties, performing a variety of administrative and clerical tasks, and supporting the staff team. You will also be the main liaison for theatre and venue hire, building and nurturing new and existing partnerships from the communities of Sheffield and beyond.

Hours: Minimum 19.5 hours per week with regular additional evening and weekends as required

Probationary period: 3 months

Terms: £7,940 p/a. Holiday entitlement is 33 working days pro rata which includes statutory public holiday allowance. A small number of days leave may be decided by the organisation. The rest is to be taken by mutual agreement.

Reports to: Finance & Systems Manager

Tasks & Key Responsibilities:

Box Office and Reception

- Greet and welcome guests as soon as they arrive at the office, directing and announcing them appropriately
- Direct visitors to the appropriate person and office
- Answer, screen and forward any incoming phone calls/emails providing basic accurate information
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms, flyers, brochures etc.)
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Update calendars and schedule meetings
- Arrange attendance for training incl. travel and accommodations
- Perform other clerical receptionist duties such as filing, photocopying

Administration

- Be the main point of contact for theatre and venue hire, helping with enquiries, preparing contracts, organising additional services in order for the company and the customers to have the best possible experience.
- Undertake general administrative duties including: general word processing, filing, copying, dealing with incoming and outgoing mail and general emails.
- Organise the ordering of equipment, materials and office supplies and keep an inventory of stock.
- Undertake and assist in the recording and processing of invoices, receipts and payments as required and instructed. Administer the petty cash system and ensure appropriate record keeping.
- Provide support for the arts programme/projects including assisting with administration of project work where appropriate and when agreed.

- Arrange hospitality, purchase supplies to ensure the smooth running of the organisation on a day to day and as required basis.
- Provide administrative support for matters relating to the premises and operations including maintenance, alarms.
- Maintain close links and inform the Managing Director of all issues likely to affect the operation of The Montgomery.
- Assist in matters relating to marketing and publicity for the Company as directed by the Marketing & Programming Manager.
- Participate in team meetings and other meetings as required.

Other Duties

- Work alongside other staff to contribute to the development of The Montgomery as a whole.
- Ensure The Montgomery's policies and best practice are adhered to, including health and safety, equal opportunities and customer care, at all times.
- Undertake such other duties and responsibilities of an equivalent nature from time to time may be required, in consultation with the Finance & Systems Manager.
- Additional hours may be required to cover illness and holiday; any additional hours will be paid at the standard rate.

Line Management

- Supervision of volunteers as agreed with the Finance & Systems Manager

Person Spec

- Proven working experience in a front office handling receptionist responsibilities
- Proficient with Microsoft Office Suite
- Professional appearance
- Solid communication skills both written and verbal
- Ability to be resourceful and proactive in dealing with issues that may arise
- Ability to organise, multitask, prioritise and work under pressure
- Good overall level of education

About Us

The Montgomery as an organisation was formed in 1812 as Sheffield Sunday Schools Union, providing much needed education to Sheffield's children & young people, enabling them to gain employment away from the chimneys, factory floors and rise out of poverty. In 1886, Montgomery Hall was built in memory of James Montgomery, a well-loved local champion of the poor. Upon its completion various arts activities including floral arranging, choral singing and drama also took place in the building, engaging the wider communities of Sheffield.

In 1948/49 the large hall was adapted to be used as a theatre by Sheffield's amateur dramatic societies. Some of those community companies continue to perform at The Montgomery today. In 1971 a fire tore through the theatre threatening to close the building for good, but through fundraising from the community companies and help from Sheffield Council the theatre was able to be rebuilt and our mix of faith and community arts work continued through the next 6 decades.

In 2012 the organisation incorporated, changed its name, and became The Montgomery. With the declining need from local churches for support from The Montgomery, the Trustees made the decision in 2016 to change the focus of the organisation away from faith based activities to that of a Theatre and Arts Centre.

We are proud of our heritage and the journey that The Montgomery started over 200 years ago, we are also proud that we remain committed to families, children and young people within our community as we focus on the future.

Our Values

- **Honesty:** We build trust through transparency and ethical choices
- **Care:** We show care and respect for all by being welcoming, warm and kind
- **Collaboration:** We respond to the needs of our partners by listening and embracing ideas with a willingness to adapt
- **Courage:** We follow our hearts to work with initiative, enthusiasm, passion and dedication towards a common goal that builds on our history.