



GLOBE EDUCATION

Globe Education Assistant (Operations)

Job Description

This post aims to give a school-leaver the experience of working in an arts/education organisation.

The role is suitable for anyone seeking to develop a career in arts or education administration and/or for someone interested in the ethos and running of a major international theatre centre. It will develop a school-leaver's administrative skills and will provide insights into the day-to-day organisation of a leading arts education department. The post presents an opportunity to develop key skills in administration, communication, team work, time management, and organisation. Through the observation of practical work, the postholder will also develop an understanding of the ethos of Globe Education.

The Globe Education Assistant (Operations) will parallel the work of three other Gap Year students who will have similar positions in the Courses, Southwark Community and Events teams.

Background

Education is at the heart of the mission of the Shakespeare Globe Trust. Globe Education was founded in 1989 to ensure that an established programme of workshops, courses and events for people of all ages and nationalities was in place before the Globe Theatre opened in 1997. Over 100,000 people will have participated in Globe Education programmes in 2009; some meeting Shakespeare for the first time at the Globe; some coming to complement school study of Shakespeare; some teachers coming to discover more about Globe Education's practical approaches to teaching Shakespeare; some undergraduates and graduates joining a course for a term or a year; some members of the general public wishing to attend an evening lecture or event; some coming from Peckham, some from Beijing.

Globe Education Staff

Twenty-one members of full-time staff and three part-time staff are responsible for co-ordinating and managing a wide range of programmes in three areas: **Learning** (for schools and young people), **Courses and Research** (for university students and scholars), and **Events** (for the general public). Globe Education is supported by a further sixty Globe Education Practitioners/Theatre Professionals who work for the department on a freelance basis. Globe Education works closely with members of the Theatre Department and, during the Theatre Season, involves members of the theatre company in its work. In addition Globe Education supports the work of the Shakespeare Globe Exhibition.

Lively Action programme

The *Lively Action* programme was established to provide a rich and sustainable education resource for students and teachers from around the world. *Lively Action* offers a daily programme of workshops and lectures at the Globe - day or half-day visits for students from the UK and internationally. The programme currently works with students who are typically in an age range from 7-21 years. Programmes are currently offered at KS2, KS3, KS4, AS/A2 alongside specialist programmes for German students between 12-18 (currently c.15,000 per year) and undergraduate and postgraduate workshops and lectures.

Line Management

The postholder will report to the Operations Manager, Globe Education.

Purpose of Role

The Globe Education Assistant (Operations) will ensure the smooth-running of daily activities and will assist with the administration of the *Lively Action* programme. S/he will work closely with the Operations Manager and the Learning, Education Events and Courses & Research teams.

Responsibilities

The postholder will be the Front-of-House contact for participants in all *Lively Action* sessions. S/he will welcome each group on arrival, reconfirm their schedule for the day and introduce the teacher to their Globe Education Practitioner.

S/he will liaise with Globe staff, students, teachers and Globe Education Practitioners to ensure the smooth running of all *Lively Action* sessions.

The postholder will work with the Operations Manager to ensure that each session is planned, staffed and resourced to a consistently high standard.

The postholder will prepare a timetable of the groups booked for each day and circulate it to all information points.

The postholder will prepare spaces for lectures, seminars and workshops. NB. this could include technical set-up and/or the provision of refreshments (full training will be provided). S/he will clear the space after each session in preparation of the next group.

S/he will take responsibility for daily administrative tasks (sending correspondence, filing, faxing, mail-outs etc) relating to *Lively Action* and other areas of the department. S/he will ensure that records, correspondence and data on all matters related to *Lively Action* are maintained and monitored.

The postholder will assist with data entry on the Artifax booking system and the Globe Intranet (full training will be provided).

S/he will liaise with the Exhibition department and Front of House staff to ensure that all procedures for security, health and safety and good housekeeping are properly carried out in line with the working practices of Globe Education and that any appropriate Shakespeare Globe Trust codes of practices and procedures are followed.

The postholder will support Courses and Events on a regular basis, and other areas of the department as necessary.

The postholder will build an understanding of the work of the department and its role within the organisation.

Marketing

The postholder will monitor and up-date the on-site publicity material relating to *Lively Action* in the Exhibition, Theatre and Education Centre.

S/he will liaise with the Globe Education Online Editor and the Marketing Officer to ensure that all *Lively Action* information is current and correct.

Finance

The post holder will create and process invoices and cheque requests for the *Lively Action* programme.

The postholder will process credit card, cheque and cash payments for the *Lively Action* programme.

The postholder will record monthly practitioner payments.

S/he will input expenditure against the budget codes relating to *Lively Action* on the central financial worksheet.

The postholder will assist the Operations Manager in the banking of all monies received both in advance and on the day.

Meetings

S/he will have weekly meetings with the Operations Manager and Operations Co-ordinator; s/he will have fortnightly team meetings with the Head of Department; s/he will be a member of the Globe Education Focus group which meets once a month; s/he will attend the monthly Globe Education staff meeting; and the Shakespeare Globe Trust staff meetings.

Person Specification

Essential

- Excellent time management and organisational skills
- The ability to communicate effectively with a wide range of people
- The ability to respond rapidly to changing situations
- An interest in working with the general public
- An interest in the programming and running of *Lively Action*
- Discretion and tact
- The ability to work as part of a team
- A good working knowledge of Windows-based software (including Excel)
- An enthusiasm for Shakespeare and theatre in general

Conditions

[A full set of terms and conditions will be supplied with a contract of employment]

Salary: £8,791 per annum
NB: This annual salary is in line with the Government minimum wage for 18-21 year olds.

Hours: 40 hours per week including lunch breaks. There may be occasional unsociable hours for which time can be taken in lieu.

Holiday: The annual holiday leave is 25 days per calendar year plus Bank Holidays. Globe Education closes between Christmas and New Year and those days that are not Bank Holidays must be taken as part of annual leave.

Review: The post-holder will be on probation for the first three months at which point s/he will receive a formal review.

Benefits: Shop and Globe café discount; free entry to the Shakespeare's Globe Exhibition and to Globe Education events.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.

As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within the Shakespeare Globe Trust.

Details of all the projects and programmes listed above can be found on the Shakespeare's Globe web site: www.shakespeares-globe.org