



Job Description

JOB TITLE:	Theatre & Programme Co-ordinator
RESPONSIBLE TO:	Foundation Course Leader
WORKS CLOSELY WITH:	CEO Creative Outreach & Inclusion Teachers and assistants Duty Managers Students and families Agency

ABOUT YATI

YATI (Young Actors Theatre Islington) is a charity that serves a community of over 1000 young people who engage with Theatre through performance, education, and outreach. We want every young person in Islington to experience Theatre, made by and for them. We believe that finance should not be a barrier to education or participation. Whether pursuing the performing arts professionally, learning a new skill for enjoyment, or merely wanting to spend time with others, YATI provides high-quality, affordable opportunities to engage with Theatre.

We achieve this by offering over 60 hours of performing arts classes every week during term-time, and holiday courses that give our young people the chance to learn and perform. We keep our pricing as affordable as possible and offer full subsidy to those who need us most through our Stage Door programme. We put on high-quality productions and offer regular showcases and scratch nights for our young people to gain on-stage experience. We take our work out into local communities giving more people the chance to experience the positive benefits of drama, and we represent over 200 young people professionally through our Agency.

MAIN PURPOSE OF POSITION

As Theatre & Programme Co-ordinator you will be a key member of YATI's team. Reporting to the Foundation Course Leader, the post holder is responsible for communication between YATI and freelance staff, students, prospective students and families, including marketing and billing. You will also be responsible for space hire, promoting and completing all administrative processes around external bookings of our spaces. The Theatre & Programme Co-ordinator works closely with the Foundation Course Leader to administrate YATI's professional, part-time Acting & Theatre Arts Foundation Course, supporting recruitment, payment, and student welfare.

KEY RESPONSIBILITIES

Administration

- Assist with the effective and efficient administration of the Foundation Course, term-time classes, and holiday course programme.
- Promote and administrate space hire bookings, including scheduling caretakers and technicians where needed.
- Ensure timely communication with staff and students regarding any issues affecting the classes and courses programme.
- Assist with the capture, processing, management and reporting of student-related data.

- Lead on the daily liaison and support of teaching staff, students, prospective students and visitors, ensuring that all enquiries, operational matters and student welfare issues are communicated to the appropriate member of staff.
- Help record student attendance, including preparing class registers, collating attendance records and collecting fees.
- Manage the fees debtors list and ensure Payment of Fees policy is adhered to by staff and families.
- Lead on database (Love Admin) development, implementation and documentation.
- Provide administrative support for annual teaching review procedures, ensuring that quality assurance processes are followed and providing course evaluation statistics as required.
- Assist Senior Management in the development of additional streams of commercial income through new classes & courses, hospitality opportunities, and events.
- Monitor and maintain the office's petty cash.

Facilities Management

- Assist with/coordinate the day-to-day up-keep of the building together with the Duty Managers.
- Assist with opening/closing and security of the building.
- Assist the Duty Managers with maintaining the public areas of the building so that students and families have a safe and pleasurable experience.

Marketing

- Create any in-house marketing collateral, including classes and courses brochures, space hire information, and production programmes.
- Produce weekly/monthly marketing emails for students, parents/guardians and supporters as required.
- Work with the freelance social media co-ordinator to create engaging content for all digital channels.
- Update the website as needed.
- Import and export data when necessary for mailshots and e-newsletters, de-duping data as required and working within GDPR.

Recruitment, Admissions and Promotion

- Assist with the organisational arrangements for the induction and orientation of new students, helping to ensure that deposits and fees are collected and processed.
- Assist with the Marketing team in promoting YATI
- To assist with Foundation Course recruitment process, including promotional mailings, creating and monitoring application forms, coordinating Open Days and auditions.
- Support and administrate the Foundation Course alumni programme.
- To support with marketing around any YATI productions or public projects.
- To support the CEO with maintaining and creating website content, particularly around event and course administration.

Other Duties

- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Excellent verbal and written proficiency in English.
- Experience of office administration and customer service is essential.
- Experience of MS Windows, Excel and Word, to support student administration and services. An ability to learn CRM software successfully.
- Willingness to work in a busy and demanding office environment
- A natural attention to detail and providing assured accuracy whilst working under pressure and meeting strict deadlines.
- Willingness to work effectively with a wide range of people, especially the general public.
- An interest in working with children and young people.

Skills and Abilities

- Good punctuality, attendance and organisational skills, with ability to multitask, prioritise and problem-solve.
- A good telephone manner and the ability to present well in person.
- Positive and outgoing approach to customer service.
- Ability to work as part of a team, and to stay motivated and use own initiative when working alone.
- Ability to exercise integrity and discretion in dealing with sensitive and confidential matters.

Personal Qualities and Attributes

- Interest in the arts and/or education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to YATI's policy and commitment to Equal Opportunities, Health and Safety, and General Data Protection Regulation (GDPR), and must abide by any GDPR related policies and procedures.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required. The successful candidate will be expected to hold/obtain an enhanced DBS check and must have the right to work in the UK.

TERMS AND CONDITIONS

Salary: £25,207 per annum.

Contract: Permanent, full time.

Hours: 35 hours per week, generally Monday to Friday 9.30am – 5.30pm. One hour for lunch is unpaid. Additional hours may be required, as agreed with the post holder and determined by the needs of the business and may involve evenings and weekends.

Holiday: 20 days plus standard bank holidays. In addition, the YATI office closes for approximately 2 weeks over Christmas and New Year, for which no annual leave is required.

Notice**Period:** 1 month**APPLICATION PROCESS**

The closing date for completed applications is **Monday 9th December 2024 at 12 noon.** Interviews will be held w/c 16th December.

Please apply by email with your CV and a short covering letter stating your interest in, and suitability for the position with reference to the person specification and job description. Your covering letter can also be in the form of video or audio file, if preferred. Please send your application, together with a completed recruitment monitoring form, to isobel@yati.org.uk with Theatre & Programme Co-ordinator in the title.