

Job Description

JOB TITLE:	Student Liaison Officer (Internship)
RESPONSIBLE TO:	Programme & Theatre Manager
WORKS CLOSELY WITH:	Programme & Theatre Manager Development Manager Other administrative staff Teaching assistants Students and families

ABOUT YATI

Young Actors Theatre Islington (YATI) is an arts charity made up of three interconnected elements; a community theatre, a drama school and a professional talent agency. We have been based in our own theatre building in Islington, North London since 1974.

We offer over 67 hours per week of high-quality and affordable classes in drama, singing, musical theatre, film-making and dance. Our members are mainly 4-24 years old, with over 1000 attendances every week. We represent over 200 young actors to work professionally in the international performing arts industry. We would like your help to support more young people.

MAIN PURPOSE OF POSITION

The Student Liaison Officer (Internship) role is a twelve month Internship to begin by 31 Jan 2022, based at YATI building. The post holder will also be required to take full part in the Jack Petchey Internship Development Programme and the mentoring programme. You must be ready take up the post during January 2022.

As part of the Internship programme, you will attend a launch conference, a six-month update workshop, access six professional development workshops and a celebration event at the end of the programme. You will receive an extra training bursary of £1000 for approved training.

As Student Liaison Officer you will be a key member of YATI's administrative team. Reporting to the Programme and Theatre Manager, the post holder is responsible for assisting with communications between YATI and freelance staff, students, prospective students and families; you will have the chance to implement changes in processes as you develop future management and leadership skills.

KEY RESPONSIBILITIES

Student liaison and administration

- Assist with the effective and efficient administration of the class programme.
- Assist with taking space hire bookings.
- Ensure timely communication with staff and students regarding any issues affecting the class programme.
- Assist with the capture, processing, management and reporting of student-related data.

- Assist with 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 and collecting class registers, collating attendance records and collecting fees.
- Assist with fundraising administration during quiet periods.
- Assist with Talent Agency administration during quiet periods.
- Assist with Theatre Production during July and December as required.

Facilities Management

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

Recruitment and Admissions

- 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 with capturing social media content as required.

Health and Safety

- Help ensure that teaching spaces are clean, safe and fit for purpose at all times.
- Assist with the programming of safeguarding, first-aid, mental health support training for all staff.

Other Duties

- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Educated to Degree level or equivalent with 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 large numbers of 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.
- To be fully engaged and committed to this programme.

ADDITIONAL INFORMATION

On accepting your offer of employment, you will become a member of the Jack Petchey Intern Network who will maintain contact with you during and after your internship to offer support.

You will be required to attend a launch conference, a six-month update workshop, access six professional development workshops and a celebration event at the end of the programme. You will receive an extra training bursary of up to £1000 for approved training.

The post holder must at all times carry out their responsibilities with due regard to YATI's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that YATI's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the 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.

TERMS AND CONDITIONS

Salary: £20,000 per annum.

Contract: 12-Months, full time.

Hours: 35 hours per week, normally 10am to 6pm Tuesday to Saturday, but flexibility will be required. 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: 28 days including bank holidays.

CLOSING DATE

The closing date for completed applications is **Sunday 21 November at midnight**.

INTERVIEWS

Interviews are expected to take place in the week commencing **Monday 29th November**.

HOW TO APPLY

Please apply by email with your CV and a **covering letter** stating your interest in, and suitability for the position with reference to the person specification and job description.

To: jamie@youngactors.org.uk. Late applications will not be considered.

Young Actors Theatre is committed to diversity and is an equal opportunities employer.