

JOB INFORMATION | ADMINISTRATION ASSISTANT

Salary: £22,500 gross per annum (dependent on experience)

Contract Type: 1 year, fixed-term



Photo: PROCESSIONS 2018 London, an Artichoke Project Commissioned by 14-18 NOW. Photo by Amelia Allen



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1. Artichoke Background

Artichoke was founded in 2005 with its now legendary presentation of Royal de Luxe's The Sultan's Elephant, which brought London to a standstill as audiences were transfixed by the surprise arrival of a giant puppet and a time-travelling elephant. The production brought joy to hundreds of thousands of people as they explored the capital, turned into a playground, magically liberated from its day-to-day traffic clogged restrictions. The production challenged the political arts establishment to rethink its largely venue-based approach to large cultural events and demonstrated the potential for the temporary transformation of the public realm through the creation of a moment of extraordinary art.

Over the last 15 years, Artichoke has produced a total of 23 ground-breaking productions ranging from PROCESSIONS, a living portrait of women in the 21st Century celebrated across the UK; One & Other, Antony Gormley's 2400-hour living portrait on the Fourth Plinth in Trafalgar Square; Peace Camp, a lyrical set of installations created by Deborah Warner and Fiona Shaw for the London 2012 Festival, to the Lumiere Festivals produced in Durham, Derry-Londonderry and London. Lumiere has become a core feature of the cultural landscape and has set the benchmark for outdoor city-wide winter arts events.

"What was it that made Londoners leave their homes and tourists their hotels during the city's coldest four nights in years and, as many spontaneously did, lie face up on the freezing tarmac of Oxford Circus? Light is one answer. Art, another. For those four days the art scene in London was transformed." John Nathan, The Times on London Lumiere 2016

In September 2016 Artichoke produced London's Burning, a four-day festival of arts and ideas, to commemorate the 350th anniversary of the Great Fire of London. Across the City of London, six international works invited audiences to reflect on the scale and impact of the historical fire, whilst also considering contemporary threats to London's survival. At the centre of the festival was London 1666, an extraordinary sculptural representation of the sixteenth-century skyline of London. Conceived by American artist David Best, the sculpture was built by a team of young Londoners who worked with professional carpenters to realize the artist's vision. Floated down the Thames on barges, the 120m sculpture was burnt on the river in central London in a spectacular reminder of the events of 4th September 1666.



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Most recently, Artichoke produced The Gallery; 10 artworks were exhibited across our four nations in towns and cities large and small over four weeks. Founded on a belief that art should be democratic, accessible and engaging, The Gallery reached over 12 million Brits, showcasing exciting new work by diverse artists no matter where they are in the world.

2. The Role

Artichoke is seeking a skilled, energetic, competent Administration Assistant to join our busy Administration team. The ideal candidate is passionate, driven and has excellent organisational skills. This role will suit someone keen to develop a career within the arts industry, who can use their initiative and thrives in a busy environment. You do not need to have previous experience in a similar administration role; however, you must be able to articulate your transferable skills and demonstrate how you can execute the tasks that this job demands.

This is an excellent training opportunity for someone interested in charities or the arts sector. You will have the opportunity to shadow different departments when the company schedule allows and we encourage you to develop a further understanding of your fields of interest.

3. Company structure

Artichoke is a charity, funded as a National Portfolio Organisation by Arts Council England. Under the guidance of the Board chaired by Stephanie Flanders, Helen Marriage, Artichoke's founding director, leads the organisation. The permanent staff team of 20 is divided across the core departments of Production; Development; Communications and Administration. The core staff devote their time to delivering the programme of large-scale projects initiated by the Artistic Director.

The capacity of the organisation, and the production team, in particular, is greatly increased in the period leading up to productions with specialist contractors and freelance staff employed to manage the detailed event planning and technical logistics required by Artichoke's events.



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HOW TO APPLY

1. Please read the information in the job description and person specification on the following pages.
2. Fill out our application form which can be found [here](#). Ensure you give examples to back up your statements throughout your application.

Closing date for applications: 9am Wednesday 30th November

Interview date: W/C 7th December, details TBC

Start date: Immediate start, depending on the notice period

Please do email recruitment@artichoke.uk.com to arrange a call if you have any questions or queries about the role.



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| Job Title: | Administration Assistant |
| Based: | London, E1 6AB. Some travel around the UK may be required on occasion. Optional WFH on Fridays. |
| Reports to: | Deputy Director of Operations |
| Key relationships: | Deputy Director of Operations and core staff; The Artichoke Administration Assistant will often be the first point of contact for enquiries from members of the public as well as those working with the company on events. |

Artichoke is seeking a skilled, energetic, competent Administration Assistant to join our busy team. The ideal candidate is passionate, driven, and has excellent organisational skills. This role will suit someone keen to develop a career within the arts industry, who can use their initiative and thrives in a busy environment.

Essential qualities are the ability to manage a varied to-do list and maintain a good level of attention to detail. You will understand the importance of high-quality administrative support in allowing us to achieve our mission, and you'll be excited to be a part of the team that help makes that mission a reality.

Duties and responsibilities

To provide administrative support to the Deputy Director of Operations and Artichoke Team in the day-to-day running of the organisation.

Administration and communication:

- Act as the primary point of contact for the organisation on a day-to-day basis. This includes management of our inboxes, phone system, filing, post and packages; checking and responding as directed.
- Coordinate and support internal and external meetings.
- Research and book travel and accommodation arrangements for staff.
- To provide specific additional administrative support to other team members when needed, including diary management and executive support where required.



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- To assist with basic IT issues that arise, troubleshooting and reporting any problems to our IT provider.
- To keep a log of enquiries about new projects and artists, and report this regularly to the Production team.
- To maintain the general appearance of the office, make sure it is clean and safe and alert the Deputy Director of Operations to any issues. Ensuring, when possible, the purchase of eco-friendly pantry and sundry supplies, overseeing the coordination of all recycling.
- To monitor and order office supplies, equipment and stationery, under the direction of the Deputy Director of Operations.
- To maintain Artichoke's off-site store space and inventory including tracking and logging the fulfilment of merchandise orders by post.
- To assist the Deputy Director of Operations with gathering data for Arts Council submissions throughout the year; ensuring data is collected, stored and updated in compliance with Artichoke's Data Protection Policy.
- To assist the Deputy Director of Operations with capturing data pertaining to staff travel and the purchasing of goods to populate our sustainability reports.

Financial assistance:

- Maintain the office's petty cash.
- Assist with processing and filing of invoices and credit and debit card paperwork; ensure receipts and expenses are processed promptly.
- Assist the Finance & Operations Director in uploading invoices and receipts onto AIQ (our accounting system).
- Obtaining necessary budget holder approvals for payments.

Personnel:

- To help with the recruitment of new staff, log and respond to incoming speculative job enquiries and assist with the inductions of new staff.
- Gather and file HR information about employees appropriately using our CRM (customer relationship management) database.
- To manage confidential information for our Equal Opportunities monitoring and Arts Council reporting; professionally handling this sensitive data.



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General requirements of all Artichoke Employees

- To contribute to the development of a professional working and learning environment within the organisation.
- To provide excellent customer care in dealings with the public, in line with the organisation's corporate objectives.
- To contribute to the organisation's understanding of diversity and its implications for the arts and to ensure that this understanding informs all the organisation's activities.
- To ensure adherence to the organisation's policies and procedures with particular reference to Equal Opportunities and Health and Safety.
- The ability and willingness to work flexible hours and travel as required and to be willing to undertake other duties as reasonably requested.
- To deputise for senior colleagues as appropriate.

This job description is not exhaustive and the post holder may be required to undertake other such duties from time to time.



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| | Essential | Desirable |
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| Personal qualities: | <ul style="list-style-type: none">• Have an interest in the work that Artichoke delivers.• Ability to work intensively in a demanding environment while sustaining quality and accuracy.• Ability to work off of one's initiative and prioritise a range of tasks.• A supportive team player with energy, drive and a positive approach. | <ul style="list-style-type: none">• An interest in the arts.• Some experience working in an arts/cultural organisation or in a creative role.• Proactive eco-conscious attitude. |
| Administration: | <ul style="list-style-type: none">• Proven administrative and organisational skills.• Competent computer skills: word processing; devising and maintaining spreadsheets and schedules; managing databases; and working on a Microsoft Windows platform.• Understanding of IT applications. | <ul style="list-style-type: none">• Experience in reception work and customer care. |
| Office Management: | <ul style="list-style-type: none">• Ability to plan ahead to support staff and office needs.• Ability to analyse and proactively solve problems - making timely and informed decisions.• Ability to oversee and manage the office and administrative systems with a high degree of reliability and attention to detail. | <ul style="list-style-type: none">• Experience in inventory stock-taking. |



Communications:

- Excellent interpersonal skills; ability to relate to a wide group of people in a professional manner with tact and diplomacy.
- Excellent verbal and written communication skills with the ability to convey information effectively and persuasively.
- Fluency in another language; particular interest in BSL.



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SUMMARY OF TERMS AND CONDITIONS:

Contract: This is a 1 year, fixed-term position.

Salary: £22,500 gross per annum (dependent on experience), paid monthly in arrears.

Annual leave: 25 days per annum. You will also be entitled to Bank Holidays.

Probationary period: 3 months

Notice period: 4 weeks' notice (two weeks during the probationary period)

Location: The Artichoke offices in London E1 6AB. We currently have an optional WFH day on Fridays. Some travel around the UK may be required on occasion.

Hours of work: Hours of work will inevitably vary according to the nature of the workload, but generally will be a minimum of 35 hours per week, Monday – Friday, 10am – 6pm. Additional hours may very occasionally be required as necessary for the successful performance of the job.

Artichoke is committed to equality of opportunity and access for all and welcomes and encourages applications from everyone, irrespective of their age, gender, class, marital status, nationality, ethnic origin, disability, religious belief or sexual orientation.

We particularly encourage People of Colour, d/Deaf and disabled people and those from under-represented backgrounds to apply. Positive action may be used in the recruitment process to select a candidate from a group that is disadvantaged or under-represented in our workforce if the candidates in question are of equal merit.

Artichoke is an equal opportunities employer.



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Benefits:

1. Pension:

Artichoke is enrolled in a pension scheme with Standard Life. Upon 3 months of service payments of 5% can be made into your pension if matched by an equal contribution from yourself (although government policy may require you to make a higher contribution).

2. Income protection scheme:

Artichoke has an Income protection insurance policy to help if you cannot work because you are ill or injured.

Employee Assistance programme:

An Employee Assistance Programme (EAP) is a counselling and information service. It's specifically designed to give you the practical and emotional support you may need for everyday life.

Cycle to work scheme:

Artichoke purchases the bike on behalf of the employee at a reduced retail price and saves the employee tax and NI. The cost of the bike is deducted from the employee's gross monthly salary.

Season ticket Loan:

Artichoke offers an interest-free loan to staff needing to pay for a season travel ticket.

Eye tests and Glasses:

Artichoke offers to pay for an eye test every year for staff members, up to £30, and for prescription glasses up to the value of £150.

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