



## English Folk Dance and Song Society

### VENUE SALES AND EVENTS ADMINISTRATOR (Fixed-Term/Part-Time contract)

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The English Folk Dance and Song Society (EFDSS) is seeking a Venue Sales and Events Administrator (part-time) to join the hires team at Cecil Sharp House.

#### BACKGROUND INFORMATION

EFDSS is the national development organisation for the English folk arts. It is multi-faceted, being a membership society (3,400 members); England's folk arts centre (Cecil Sharp House); an education, training and creative development agency; an advocate and lobbyist on behalf of the folk arts; and custodian of the Vaughan Williams Memorial Library (VWML), England's folk music and dance archive, which was awarded designated status by the Museums, Libraries and Archives Council (MLA) in 2011.

Cecil Sharp House (CSH) is a 1930s Grade II listed building, purpose built to be the home of the English Folk Dance and Song Society and the Vaughan Williams Memorial Library. The Vaughan Williams Memorial Library is England's national folk music and dance archive and 'the most important concentration of material on traditional song, dance and music in the country' (Designation statement - Museums, Libraries and Archives Council, 2011).

The busy EFDSS performance programme at CSH has included some of the biggest names in folk music - Martin & Eliza Carthy, Shirley Collins, Catrin Finch & Seckou Keita, Martin Simpson and Kate Rusby as well as new and emerging artists. The venue is also a regular host of the Sunday Papers and large scale externally hired conferences and festivals. The building itself has also appeared in films, television programmes, as a location for fashion shoots and for recording music.

Cecil Sharp House offers five main spaces which can be hired for both folk and commercial activities like public concerts, dance classes, theatre, dance & orchestra rehearsals, trade fairs and exams. Regular clients include the BBC, The London Symphony Orchestra, English National Opera, Phil McIntyre Entertainment, Raymond Gubbay, University College London and the Cabinet Rooms. In 2013 CSH re-launched as a wedding reception venue and is now developing its reputation as a unique corporate and private entertainment venue working with catering partners Pink Foods (our catering/bar franchisee) to develop catering packages for all occasions and recently jointly launched a Christmas package.

In 2013 the building was made step-free with the installation of a lift and refurbishment of public areas. This now enables access to all floors including the offices, enabling greater access to our events and facilities. A restoration of the main space, Kennedy Hall, took place during 2015/16 with hearing loops installed into this and one other hall, and there are plans to further develop the facilities to improve the hirer and visitor offer in the next few years. Streaming equipment will be installed by the autumn and will be made available to hirers.

Venue hire is a significant stream of income for EFDSS and expansion of this area of business is vital to the future development of both activities, such as performance and education, and to the physical improvement of facilities at CSH. EFDSS is an Arts Council England National Portfolio Organisation.

## JOB DESCRIPTION

**Job Title:** Venue Sales and Events Administrator

**Based at:** Cecil Sharp House, 2 Regent's Park Road, London, NW1 7AY

**Responsible to:** Venue Sales and Events Manager

**External Customers:** Commercial hirers including location agencies, event planners, orchestras, casting and production companies, concert promoters, artists & arts organisations and community groups.

**Internal Customers:** Senior Management, Programming, Marketing, Library and Education teams, Venue Operations team, café and in-house catering team.

**Summary Job Purpose:** This is the ideal opportunity for a self-motivated and highly organised individual to develop a career in events administration. The Events and Venue Hire Administrator will be responsible for the effective administration of venue hire at Cecil Sharp House.

### KEY RESPONSIBILITIES:

#### Venue Hire Administration

- Manage the administration for commercial venue hires at Cecil Sharp House in conjunction with the Venue Sales and Events Manager and facilitate venue bookings for EFDSS programmed events at Cecil Sharp House for the Education, Programming, Library, Marketing and Operations teams
- Oversee the implementation of venue hire policies and procedures in consultation with the Venue Sales and Events Manager and Operations Director with all hirers and regular promoters ensuring that they are consistent and clearly communicated to all hirers and understood by CSH operational staff
- Deal with venue hire enquiries for the various spaces at CSH and ensure that the booking process is delivered to the highest level of customer satisfaction.
- Manage venue hire bookings using the Artifax event management software and ensure that the information held on the system is up to date and complete.
- Issue and keep records of all booking correspondence, contracts, invoices and health and safety documents and maintain digital customer files
- Keep accurate and current customer database and ensure that all records kept adhere to General Data Protection Regulations.
- Liaise with the Operations team where appropriate about facility and staffing requirements for venue hires and EFDSS promoted events.
- Support the Venue Sales and Events Manager with pre and post event communications and administration such as assisting with venue viewings and the provision of event information and documentation such as room layouts, equipment needed, event timings, catering requirements and post event feedback
- Assist with the completion of research on competitor venues.

#### Health and Safety

- Ensure that all hirers understand and are compliant with Cecil Sharp House licenses and operate events within official guidelines for fire and health and safety and staffing levels.
- Ensure that all hirers have the requisite public liability insurance for their events.

## Finance

- Raise invoices for venue hire in line with the Society's accounting procedures.
- Work with the Venue Sales and Events Manager and Finance Manager to implement effective credit control through prepayment of hire fees and timely payment of invoices.

## Other

- Attend any relevant training to the post.
- Undertake any other duty or responsibility as reasonably requested by the Venue Sales and Events Manager.
- Act as an ambassador for EFDSS.

## PERSON SPECIFICATION

### Essential:

- A minimum of one year's paid recent experience of administration/or marketing in a cultural, and/or commercial setting
- Excellent communication skills in the English language – phone, face to face, written communications (letters, emails etc)
- Excellent office skills (organisation, filing etc)
- Excellent IT skills (word processing, spreadsheets, databases, internet, web) – on PC (Word, Excel Outlook etc)
- Ability to grasp software and IT packages i.e. Artifax (Event Management Software), Sage, (Financial Software) and for general administration
- Well developed inter-personal skills with the ability to speak on the telephone or in person and meet their demands calmly and efficiently
- Some flexibility to days/hours worked as occasional prestigious events may require weekend or evening attendance

### Desirable:

- Interest in folk arts, and arts and heritage venues
- Customer service or account management experience

### Qualities:

- Self-motivation
- Attention to detail
- Ability to juggle multiple priorities
- Ability to work as part of a team
- Flexibility and a positive attitude
- Resilience – ability to cope well with change and challenge
- Ability to relate to, and communicate well with, people of all ages and backgrounds
- Commitment to working to EFDSS's values and ethos

## CONDITIONS OF EMPLOYMENT

Salary: £12.32/hour

Hours: 14 hours per week, excluding lunch breaks, Monday to Friday either 2 full days or 4 half days as agreed  
*Usual working hours are 9.30am – 5.30pm*

Holidays: 25 days per annum plus statutory public holidays pro rata

Probation: The post carries a 3 month probationary period

Term: To start w/c 8<sup>th</sup> November 2021, fixed term until 16<sup>th</sup> January 2022

## HOW TO APPLY

**At the English Folk Dance and Song Society we strive to be an Equal Opportunities employer and to ensure that no person is unfairly discriminated against in our recruitment and selection policies and procedures. We are committed to diversifying our workforce to better represent society and we follow guidance on positive action in recruitment from the Equality and Human Rights Commission and the Equality Act 2010.**

For **further information** about our work and to download the full Job Description please visit our website: <https://www.efdss.org/>

Applicants should complete the EFDSS Application Form and Equal Opportunities Monitoring Form which can be downloaded from <https://www.efdss.org/about-us/work-for-us/vacancies> (**CVs will not be accepted**).

Completed application forms should be submitted via email to [recruitment@efdss.org](mailto:recruitment@efdss.org)

**Closing date** for completed applications is **Friday 22nd October at 10am**. Interviews will be held at Cecil Sharp House or via Zoom.