



## Job Description – Creative Hub Coordinator part time job share 1-2 days a week

### The Charity

Independent Arts is a creative health charity. Based and working exclusively on the Isle of Wight, the charity works with some of the most vulnerable residents of all ages. We support young and old alike, through a range of programmes that tackle social isolation, anxiety and mental health. Employing the services of freelance arts practitioners across a range of genres from singing to sculpture, the charity is a little-known gem of a charity that is well-loved by its beneficiaries and stakeholders alike. Established since 1987, we have a mission to support Island residents' health and well-being through the therapy of arts and to be the go-to charity for partnership, collaboration and innovation. Our Creative Hub in Newport was opened during the pandemic and has rapidly transformed the way in which we operate.

The role **Creative Hub Coordinator** cements our place in the community putting our work on the High Street, enabling our programmes to be more visible and accessible and gives us a way to showcase the impact on our participants lives.

Team: Community
Reporting to: Community Engagement Manager
Direct reports: none

### Job Purpose

- To create a warm face to face welcome to all who contact Independent Arts, including new participants or those who have been with us many years.
- To handle initial enquiries which can be wide ranging from volunteering enquiries to descriptions of our current work and exhibitions.
- To support workshops held in the Creative Hub workspace, to provide a welcoming first point of contact for participants, volunteers, supporters and members of the public. This support can take many forms from being a messenger and guide, through to ensuring there are enough biscuits on the table.
- Maintaining the ethos of access to quality arts for all.

### Key tasks and duties

#### Hub Space and Admin

- The day to day opening of the Creative Hub space. Including working alongside our team of volunteer gallery assistants.
- The welcome! This includes both face to face and digital interactions. Working with enquiries via email, telephone and interactions on social media and webchat. This is very much a front of house role.

- Working collaboratively with the rest of the team, signposting to our services, and other local services of support and activities as required.
- Ensuring the Hub is a safe and welcoming space for all.
- Working closely with all members of the Independent Arts team to help prepare for workshop sessions & events, practitioner meetings and team meetings.
- Support the Community Engagement Manager to create a good quality and comprehensive record keeping system for participants. This will include personal and outcomes evaluation data.
- General day to day administration tasks such as post runs, purchasing resources for sessions.
- Working alongside our small office volunteers team supporting them in basic administration tasks.
- Work alongside the community team to ensure that the workshop space is prepared and resourced for the day's sessions.
- Support practitioners and volunteers running sessions in The Creative Hub and other community venues in Newport.
- Supporting the Community Engagement Manager in collecting data from participants for evaluation purposes.

#### General

- Be an ambassador supporting Independent Arts vision and raising our profile
- Maintain and expand knowledge in links between the arts and health and wellbeing
- Maintain and expand knowledge about signposting services for hub visitors
- Ensure our community message is honest, open, inclusive and that our staff, volunteers and beneficiaries are safe and supported

#### **Community Hub Coordinator - Person spec**

<b>Attributes/skills</b>	<b>Experience</b>
Personable, outgoing, sunny disposition	2-3 years front line working in either a retail, hospitality, marketing or arts-based role
Resilient and empathic	Might have a background in counselling, education or youth work
Confident to handle queries from the public	Knowledge of the Isle of Wight and the communities that the charity serves
Skilled communicator – articulate and written	Recent office type role with significant responsibility for administrative tasks
Excellent administrator and organiser	Previous experience as a charity front line or support worker or significant volunteering experience would be an advantage

Confident with digital marketing – able to respond to posts (Facebook, Twitter, Instagram)	Knowledge of arts as a health and wellbeing tool would be an advantage.
Good IT skills	Eye for detail and exacting standards are a key part of this role.
Team player, also able to work under own initiative with low level supervision	
Genuine interest in the aims of the charity	

**Working hours:** 9.00-5.00 pm daily with a 30-minute lunch break. Mondays plus other hours/days as needed.

**Salary:** £20,475 full time pa pro rata for 7.5-15 hours a week rate @£10.50 ph plus 4% pension contribution.

**Holidays:** pro rata for part time 25 days full time (37.5hr) equivalent plus (8) statutory bank holidays also pro rata.

We operate a time off in lieu policy.

**Note as this is a job share role, there will be an expectation that you'll cover each other's booked leave and where possible any other necessary absence.**

### Application process

Please send a short letter of introduction saying why you are interested in working for us with a copy of your CV to [lisa@independentarts.org.uk](mailto:lisa@independentarts.org.uk)

- If you don't have a CV then please include a brief account of your recent work experience, skills and why you think you'd be good in this role in your letter.
- Please let us know when you would be available to start if you were appointed.
- References will be taken up with shortlisted candidates after interview, so please include two people with their contact details who can vouch for your suitability for this role.
- It is also our policy to run a disclosure and barring service check on all our employees.
- Please note there will be a rolling selection in place, meaning we will screen and select for interview as applications apply, so candidates are recommended to apply early.
- Deadline for all applications mid night 5<sup>th</sup> March.