



ROYAL EXCHANGE THEATRE

JOB DESCRIPTION

ROLE: Creative Exchange Coordinator

SALARY: £28,372 Per annum

RESPONSIBLE TO: Creative Exchange Manager

CONTRACT: Permanent Full-time 37.5 hours per week

BACKGROUND TO THE ROLE

With new artistic leadership now in place and a compelling new Artistic manifesto and ambition it is an exciting opportunity to evolve the Engagement programme, as the Theatre marks a significant milestone and looks to the future 50 years. Creative Exchange will build on our programmes with young people, elders and our Local Exchange model and look to create meaningful artistic exchange with communities across Greater Manchester.

This year the Royal Exchange Theatre celebrates its 50th anniversary. Throughout its history the Theatre has always engaged with the local communities of Greater Manchester. Bringing new audiences and artists into the Theatre, taking work out into people's local areas, developing a love and skill for making theatre through participation programmes and giving often underrepresented voices a platform.

JOB OVERVIEW

This post is a vital role in the delivery of our Creative Exchange programme. The role will lead on the coordination, administration and support delivery for all Creative Exchange activity. We are looking for a someone who is organised, pro-active, has great communication skills and who wants to make a difference to people's lives through engagement with theatre and the arts.

DUTIES AND RESPONSIBILITIES

- Develop and innovate administration systems and undertake administrative tasks to support the successful management and delivery of the RET's Creative Exchange programmes
- Be the department lead in using organisational systems, tools and programmes to manage ticket bookings, sign-up forms, registers, room bookings, communications and project management including Teams, Spektrix, Dot Digital and Yes Plan.
- Act as the front line of the department, maintaining high levels of administration, customer service and professionalism for our communities and participants including management of department inbox and phone.
- Support the Creative Exchange Manager in writing and tracking Freelancer contracts
- Manage the department petty cash, credit card receipts and participant expenses.

- Support the delivery of the programme activity in the building and in communities and schools including welcoming participants, sourcing materials, setting up spaces and creating registers
- Attend and minute meetings, workshops, sessions and evaluations as required
- Work with partners and marketing colleagues to recruit participants and develop audiences
- Led by the Marketing department, draft relevant online, print and digital content and mailings to promote activity including ensuring website content is always up to date
- Create schools resource packs for our productions in collaboration with the Associate Director (Creative Exchange) and the Marketing department
- Be responsible for effective data monitoring of participants and projects ensuring stakeholder reporting requirements are met.
- Capture participant and audience feedback, including stories and narrative, to share with RET staff and partners where appropriate.
- Support work placements and internships as required.
- Support the Creative Exchange Manager, Director of Engagement and Associate Director (Creative Exchange) as required.
- Attend and watch shows/rehearsals including Press Nights and Dress Rehearsals
- Attend local and national events and meetings that will help develop the Creative Exchange Programme
- Ensure all work is carried out in line with the safeguarding policies and procedures for children, young people and adults at risk
- Any other duties as appropriate and reasonably required.

SKILLS/EXPERIENCE - ROLE SPECIFIC

ESSENTIAL

- Minimum of 2 years of working in an administrative role
- Experience of working with members of the community or customer service experience
- Strong written and verbal communication skills and the confidence to communicate with a wide variety of people at all levels
- Strong organisational skills
- Attention to detail and proof reading
- Experience of maintaining databases and processing data
- Experience using Microsoft Office and Excel
- A proactive, motivated working style with the ability to work on your own initiative, problem solve and work under pressure
- Ability to prioritise, meet deadlines, and take ownership of tasks



DESIREABLE

- An active interest in creativity, the arts or theatre
- Spektrix or CRM database experience
- Experience copywriting and updating websites and other digital platforms
- Knowledge of Manchester and GMCA borough-based community groups and projects

NOTE

Please note due to the nature of this job the post holder will be subject to an enhanced DBS check before the appointment is confirmed.

This post will be required to work evening and weekends, including some off site working.