



Events Assistant

About Sadler's Wells

Sadler's Wells is a world-leading creative organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Our aim is to reflect and respond to the world through dance: enabling artists of all backgrounds to create dance that moves us and opens our minds; sharing those experiences with the widest possible audiences to enrich their lives and deepen their understanding of what it means to be human.

Over half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17th century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsal studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' staff.

Our second theatre building and West End home, the Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

Future Plans

Plans are underway for the development of a fourth venue in east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space will be located on the Stratford Waterfront site, opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum. The site will form part of a new cultural and education district, which will also include a major new University College London (UCL) campus and have direct links to the creative communities already based in east London.

Sadler's Wells' new space will house a 550-seat mid-scale theatre, as well as facilities for a choreographic centre and a hip hop academy, all planned to open at the end of 2022.

The Role

The principle responsibilities of the Events Assistant are:

- Act as the main point of contact for the Events department, dealing with internal and external enquiries.
- Act as the main administrator of the booking system, ensuring that this is up to date and any potential clashes has been resolved.
- Event coordination.

Other Responsibilities

Client Management

- Respond to all enquiries in a timely manner.
- Generate accurate quotes when necessary.
- Coordinate and conduct site visits.

Administration

- Maintain an up to date client database.
- Be the main administrator of Artifax, Agora.
- Prepare weekly booking schedules.
- Prepare for and to chair weekly departmental operations meeting.
- Attend weekly staff meetings.
- Produce and distribute monthly allocation reports.
- Issue contracts as well as produce other administrative work when required.

Financial

- Deliver on financial targets with particular focus on studios and back of house spaces.
- Ensure all invoices and expenditure are accurately recorded.
- Ensure all financial information (including invoices) is received by the accounts department.
- Monitor debtors list.

Event Management

- Coordinate events, ensuring client's satisfaction and repeat business.
- Liaise with clients prior, during and post the event/booking to encourage a positive ongoing relationship.
- Monitor client feedback.
- Ensure Health & Safety is adhered to at all times and that clients are made aware of these

Sales and Marketing

- Provide support in delivery of the sales and marketing strategy with focus on back of house areas and studios.
- Carry out regular benchmarking and market research.
- Assist with networking events.

General

- Deputise for the events department when needed and represent Sadler's Wells at exhibitions and other venue promotion events.
- Undertake other duties that may be reasonably required.
- Be fully aware of all aspects of Sadler's Wells output and onstage programme.
- Attend occasional staff meetings, training sessions and other events which may take place outside normal working hours.
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equality, Diversity and Inclusion, and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premises.

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.

What we are looking for

The successful applicant will demonstrate the following skills, experience, and personal qualities:

Essential

- Good written and verbal communication, plus interpersonal skills
- Confident telephone manner and a good understanding of customer relations
- Strong organisational and problem solving skills, accuracy under pressure and attention to detail
- Computer literacy (including MS Office 365 - Word, Excel and Outlook)
- Experience in database management and room booking systems
- The ability to work effectively as part of a team as well as on own initiative
- Enthusiastic and unflappable
- Self-motivated and confident
- Quick learner, practical and resourceful

Desirable

- Experience of working in a fast paced and busy role, ideally in an arts organisation or theatre or venue
- Experience of using Artifax, Agora Event software
- Experience of a sales-focused environment
- Catering experience

Terms and conditions

Salary £22,500 per annum, based on 35 hours per week, plus an additional paid meal break each day.

Annual leave entitlement is 5 weeks for each Holiday Year. If you complete five years' service with the Trust, your holiday entitlement will increase to 5.6 weeks per annum

If you are an eligible job holder, you will be automatically enrolled into Sadler's Wells Trust Ltd. pension scheme

The company offers:

- Employee Assistance Programme (EAP) – Free confidential support service.
- Season Ticket Advance – Interest free loan to purchase a home to work travel ticket.
- Cycle to Work Scheme.
- Death in Service Benefit – Equivalent to twice your annual salary.
- Staff discount at Garden Court Café.
- Discounted performance tickets (subject to availability).

Making an application

A Job Description and Person Specification are included in this document. Read this carefully and if you are still interested in applying for the position shown above, please complete the online application form.

Further guidance on completing your application form can be found via the link below

[Applying for vacancies at Sadler's Wells](#)

**Please submit the online application form by 11.59pm on Wednesday 27 November 2019.
Late applications will not be considered.**

Interviews will take place week commencing Monday 2 December 2019.

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