



Candidate Pack

Programme Coordinator
FTC
November 2024



BISHOPSGATE
INSTITUTE

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From Francesca, the Chief Executive & Artistic Director

November 2024

Hello!

If you're successful in your application, you'll be joining us at a crucial time when every single team member's contribution can make a big difference. Perhaps you already know us well, as one of our regular event attendees, researchers or partners, or perhaps you've heard of our special collections and archives. You might have even danced, sung or rehearsed here.

We're a very small organisation, which means everyone plays a role beyond the strict boundaries of their job description. Our team is passionate, feisty, highly skilled and collaborative, so you'll fit right in if you're interested in everything we do, and in supporting colleagues across the organisation.

Our special collections and archives are at the heart of what we do, and whatever the role is that you are considering with us, I'd encourage you to take the time to look into what we collect and why, and how we celebrate the stories of those perhaps ignored or left behind by the mainstream and establishment. There's a wealth of information on our website.

Our programme is already busy, and we are planning to grow it further over the next few years. We're stabilising our finances and business model after a particularly challenging few years (we're not alone). Income generation is key to our future sustainability, and it will come mainly from two areas: our permanent endowment, and our commercial activities which include growing our venue hire business, monetising our special collections and sector leading archives expertise and developing appropriate commercial opportunities across the business.

More than ever, we rely on having talented and committed people in our team. Perhaps you could be one of them?



Francesca Canty

Chief Executive & Artistic Director

About Bishopsgate Institute

Bishopsgate Institute is the delivery arm of the Bishopsgate Foundation, founded in 1894 for "the promotion of the education of the public". We are a small, independent charity with our own extraordinary Grade II* listed premises at the crossroads of the City, Spitalfields and the East End.

Our special collections and archives are sector-leading across themes including social and labour history, protest and campaigning, women's and feminist history, London, the co-operative movement, free thought and humanism, and we are the largest LGBTQIA+ and alternative sexualities archive in the UK.

We run a small programme of yoga classes, archive tours, and monthly social dance and musical theatre events with partner organisations, and offer free access for all to our special collections.

Our spaces are available for hire for events of all sizes, including weddings, conferences, meetings, rehearsals and film shoots. The income we receive through venue hire directly helps us to take care of our beautiful building and historic archives.

Job description

Date of last review	November 2024
Job title	Programme Coordinator FTC
Grade	Officer
Hours	Part-time, 17.5 hours (2.5 days) per week
Contract	Fixed-term for 6 months
Salary	£13,688 for 17.5 hours (FTE £27,375) per annum
Reporting to	Venue Hire & Event Planning Manager (with a dotted line to the CEO for programming and marketing)
Probation	3 months
Based	On site - Bishopsgate Institute

Role purpose & context

This is an administrative support role, comprising:

- Planning, coordination and administration for programmed events and activity, in support of the venue hire and event planning team
- Being the first point of contact for programme delivery partners, tutors, dance hosts and those wanting to book private group tours or workshops
- Marketing administration support, including website uploads for the new season, and coordination of digital and print collateral production

Principle duties, tasks and responsibilities

Planning, coordination and administration for programmed dance events and yoga

- Building the draft schedule for agreed events as directed, including putting holds in our room calendar, Rendezvous
- Flagging potential clashes or insufficient turnaround times to the Event Planners and/or CEO in order to propose a solution or workaround
- Liaising with delivery partners on dates for the next season of events (includes Bishopsgate Ballroom, Bishopsgate Swing, Swing Den, Queer Salsa, Queer Tango London, Charles's Jukebox and The Pink Jukebox) and ensuring contracts and partnership agreements are correct, and signed and returned ahead of the season starting
- Liaising with yoga tutor to confirm dates for their courses and one-off sessions in the upcoming season, and ensuring contracts are signed and returned ahead of delivery
- Being the first point of contact for dance event delivery partner queries and specific requests
- Booking Bishopsgate Ballroom Dance Hosts for the forthcoming season of events, ensuring contracts are signed ahead of the first event in the season
- Support Front of House Manager with confirming bar, security and AV requirements for each programmed event for inclusion in the Function Sheet

Planning, coordination and administration for programmed and private group archive tours and workshops

- Liaising with Special Collections & Archives team (Librarian) to confirm dates, tour leaders and topics for public tours in the coming season (eg Women's History) and adding these to the overall programme schedule to be uploaded
- For private group tours for LGBT+ History Month (February) and Pride Month (June), working with the Librarian to confirm the availability of LGBTQIA collection tour guides (from our Special Collections & Archives team) and drafting a schedule showing their availability into which booking groups can be slotted
- For private group workshops for LGBT+ History Month and Pride Month, checking workshop tutors' best availability (eg all on the same day of the week, daytimes, evenings etc) and adding this to the draft schedule of what's possible, also liaising with the Librarian
- Confirming with the venue hire team when accessible rooms are available for provisional booking for workshop sessions with sufficient turnaround time
- Building a database of staff association contact people for corporates in the City and Canary Wharf areas, government departments and City Livery Companies
- Refreshing the database of previous bookers of group tours and workshops
- Adding to this contact database any enquiries received
- Contacting as many groups as possible and booking them in for paid tours, paid workshops or both, updating the schedule in real time, and providing weekly update reports (more frequently in January and May)
- Liaising with Finance on payment in advance for the sessions (eg via PayPal) and confirming whether payment has been received (7 days in advance is the deadline, or else the session is cancelled)

Marketing support

- Providing the Front of House Manager with the information needed to upload the next season's events and activity to the website and box office system (Spektrix)
- Ensuring all copy, images, video and individual event listings (including correct ticket pricing, capacity and tutor or partner information) is provided
- Occasionally updating the event listing on the website, if required
- Occasionally coordinating production of design artwork for digital and printed collateral (includes liaison with designers and printers, ensuring images to be used have all necessary permissions confirmed, generation of QR codes)
- Liaison with external agencies (such as Social For Good) and provision of agreed assets for programmed events (eg photos, scans of archive materials) with confirmed permissions

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

Person specification

1. Excellent administration and organisational skills, with proven strategies to manage a diverse and demanding workload and multiple competing priorities proactively and with confidence.
2. Some experience and knowledge of event planning and procedures including logistical requirements, record keeping, contracting, invoicing and communication needs to support organisation wide multi-disciplinary event delivery.
3. Consistent accuracy and attention to detail.
4. Excellent planning, scheduling and coordination skills combined with face-to-face, electronic and telephone customer service skills.
5. Excellent written and spoken communication skills, with a very high level of spelling and grammatical accuracy in English, applying appropriate tone of voice and proactively ensuring no mistakes in written copy.
6. Excellent information management skills, including logical and clear physical and digital filing systems.
7. Good IT skills and confidence and the ability to pick up new systems quickly.
8. Passion for the mission of the Institute, our audiences and clients and what they need from us, and for our collecting and programming priorities.

Bishopsgate Institute Competency Framework

At Bishopsgate Institute we use a competency-based approach to staff recruitment, performance review and development. The Framework underpins the culture of the organisation and adds to what we do to enable us to reach our potential both as individuals and as an organisation.

The selection process we use is designed to test each applicant's skills, expertise, knowledge and their ability to demonstrate how they meet the competency framework.

All competencies apply to all roles:

<u>Performance</u>	<u>Insight</u>	<u>Engagement & Inspiring Others</u>
<ul style="list-style-type: none"> • Accountability • Delivering Performance • Alignment & Planning • Learning & Change 	<ul style="list-style-type: none"> • Breadth of Perspective • Making Effective Judgements • Applying Specialist Knowledge • Customer & Audience Awareness 	<ul style="list-style-type: none"> • Working Collaboratively • Communicating & Influencing • Empowering Leadership

While objectives are concerned with what we achieve in terms of tangible results or 'outputs' and 'outcomes', these competencies look more at how we carry out our work - for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Employee benefits

All permanent and fixed-term contract employees are entitled to the following benefits:

Annual Leave

34 working days paid entitlement including bank holidays in the annual leave year (1 April to 31 March). The entitlement will be pro-rated for part-time employees and employees that work for part of a year.

The Foundation traditionally operates a shutdown over three days between Christmas and New Year. All staff are given these days in addition to their annual leave entitlement. However, it is possible that there may be opportunities for the Foundation to host events over this period. Such events will be built into the programme schedule and arrangements for managing and delivering them will be made in advance. Any staff required to work over this period will be given reasonable notice and their leave may be used on alternative days.

EAP

You have access to the Employee Assistance Programme, currently provided by Life &Progress, which provides staff with a free, confidential 24-hour counselling and advisory service.

Pension Scheme

Auto enrolment into the Bishopsgate Foundation pension scheme will occur after the 3 months' deferral period after which the employee can choose to formally opt out of the pension scheme process.

Enhanced Sick Pay

Occupational sickness pay is payable according to the length of service; this will be detailed in your contract.

Staff Development

As part of our annual training plan, we offer training to staff in line with identified training needs and business priorities. Additionally, individual training needs are supported where identified or requested in order to support performance at work and/or business needs. We value staff wellbeing and offer Mental Health First Aid training to all staff within their first year.

Free Tea & Coffee

Bishopsgate Institute provides tea, coffee and milk for all staff.

Staff Social Events

Bishopsgate Institute pays for or contributes to the cost of social events for staff during the year. This usually includes a fully paid meal at Christmas and at least one other event, but this is subject to change.

Discounts

A discount of 50% on the full ticket price for up to a maximum of 4 tickets per event for single eligible events run as part of the Bishopsgate Institute programme, subject to availability.

A discount of 75% on learning programme activity, such as courses and workshops (this discount cannot be applied to single drop-in attendance in a longer course). There will be a maximum number of Bishopsgate Institute staff discount places on each course or workshop.

In addition, after successful completion of their probationary period, permanent and fixed-term contract employees will also be entitled to:

Eye Tests

Bishopsgate Institute will refund the cost of an eye test carried out by a qualified optometrist, once every two years.

Bereavement Counselling	A counselling service is available to help employees, or the family of a deceased employee, at what can be a difficult time.
Life Assurance	Membership of the Bishopsgate Foundation Group Life Assurance Scheme is automatic and is at no additional cost to staff.
Probate Advice	A Probate Helpline is available to support employees and their families when managing a wide range of legal, financial and administrative matters, at an emotional time.
Enhanced Maternity Pay	Staff on maternity are entitled to full pay for the first 12 weeks subject to the condition of returning to work for a minimum period of 3 months after their maternity ends.
Paid Jury Service	Bishopsgate Institute will top up your claim for loss of earnings to that of your salary.

Bishopsgate Institute offers spot rate salaries and does not operate a performance related pay scheme. However, we issue annual pay awards of between 1% and 5% to all staff. The amount will be reviewed by the Board of Trustees dependent on affordability, which is connected to the financial performance of the Institute.

Unless otherwise specified in the employee's contract of employment, the benefits summarised above (excluding holidays, sickness benefits and membership of the Foundation's pension scheme) do not form part of an employee's contract of employment and can be removed or varied at the sole discretion of the Institute.

Equality, diversity, and inclusion policy

Bishopsgate Institute is committed to championing equality, diversity and inclusion among our workforce, and eliminating all forms of discrimination, especially unlawful, in order to create a workplace where diverse opinion and mutual respect underpins our working culture. The aim is for our workforce to be truly representative of all sections of society and for each employee to feel respected and able to give their best.

The organisation - in providing services and facilities - is also committed against unlawful discrimination of visitors or the public.

The policy's purpose is to:

- provide equality, fairness and respect for all in our employment, whether temporary, casual, fixed-term or permanent, part-time or full-time
- prevent unlawful discrimination under the Equality Act 2010 on the basis of the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation
- prevent all forms of discrimination whether lawful or unlawful. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities

The Institute commits to:

- Champion equality, diversity and inclusion in the workplace to enable a broad range of opinions and values representative of our society
- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued. This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the Institute provide equal opportunities in employment, and preventing bullying, harassment, victimisation and unlawful discrimination.

All staff should understand that they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, trustees, suppliers, visitors, the public and any others in the course of the organisation's work activities. Such acts will be dealt with as misconduct under the Institute's grievance and disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice. Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 - which is not limited to circumstances where harassment relates to a protected characteristic - is a criminal offence.
- Make opportunities for appropriate training, development, and learning available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Take decisions concerning staff based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure best practice and fairness, and also update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy. Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan are working in practice, reviewing them annually, and considering and taking appropriate action to address any issues.

Details of the institute's grievance and disciplinary policies and procedures can be found in the staff handbook. This includes with whom an employee should raise a grievance - usually their line manager.

Use of the Institute's grievance and disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

How to apply

To apply, please download, complete and return your application form to:

hradmin@bishopsgate.org.uk

Application deadline: 10am on Monday 16 December 2024

Interviews will take place on Thursday 19 December 2024

