

THE BIG DRAW FESTIVAL OPERATIONS ASSISTANT

Job Description and Person Specification

Job Title:	Festival Operations Assistant
Salary:	£18,200pa FTE – pro rata 2 days per week for 3.0 mths (0.4 FTE post) offered on a freelance basis and paid on a daily rate. Please note you will be responsible for making your own Tax and NI payments. This equates to £70 a day or £10 / hour
Contract:	3-month temporary fixed term contract, beginning with (paid) introductory training in Mid May
Contract hours	0.4 FTE (14 hours / week)
Base:	The Big Draw HQ, Trinity Buoy Wharf, London, E14 0JY
Line-Managed by:	Operations Manager and Festival Subscriptions Manager
Accountable to:	Director
Deadline:	30 April @ 5pm

Summary

The Big Draw are seeking a Festival Operations Assistant to support a small but very busy and dynamic team in delivering and supporting Co-Creators worldwide in delivering The World's Biggest Drawing Festival which takes place in over 25 countries and involves over 500,000 participants every year.

We would advise applicants visit our [website](#), with a particular focus on the benefits of becoming a Big Draw Festival Organiser – see our '[Organisers' Area](#)'. The successful candidate will play a central role in supporting Big Draw Organisers or 'Festival Co-Creators' worldwide.

We are looking for someone who is passionate and meticulous in their approach to work, highly computer literate with some experience in a customer facing role. You must be able to work within a team as well as on your own initiative and work to tight deadlines.

We are keen to source an individual who is flexible, forward thinking and thinks on their feet. This is an exciting entry level opportunity for an individual interested in developing a career in arts administration/management.

A) Responsibilities

General:

- To act as initial point of contact with external enquiries – both by phone and e mail queries
- To underpin the team and support cohesive delivery of services

The Big Draw



Patrons: Sir Quentin Blake | Lord Foster of Thames Bank | Ivan Harbour |
David Hockney OM CH | Andrew Marr | Sir Roger Penrose OM | Chris Riddell OBE
Narinder Sagoo | Gerald Scarfe CBE | Posy Simmonds MBE | Bob & Roberta Smith RA

Specific:

Administration & Facilities

- Responsible for providing general office support – taking messages, helping manage diaries, office systems
- Purchase any necessary stationery, stamps and equipment for the office and for events.
- Financial: Support the team with invoicing (accounts receivable) and payable
- Assist with stock management, dispatch of orders and customer liaison for The Big Draw's online shop

Festival & Subscriptions Support

- Stock-checks and distribution of Organiser Welcome Packs, fulfilling requests, packaging up and posting
- Assist the Festival Subscriptions Manager in maintaining our Festival CRM, databases and mailing lists
- Working with The Subscriptions Manager, researching potential new UK and overseas festival event organisers

E Newsletter and Social Media

- To support social media output as appropriate
- To support preparation of E newsletters as needed, liaising with partners and supporters to collate content for reciprocal marketing agreements

Events Support

- Assist the team with admin and co-ordination on any events
- Support event Logistics –venue access, equipment/technical etc
- Support R.S.V.P system and paperwork/systems required for events

Monitoring & Evaluation

- Support collation of statistics for all events/activities

B) Person Specification:

- Experience of involvement in a similar role preferred – either voluntary or paid
- Understanding of the needs of a small, ambitious charity or a membership based organisation
- Highly IT literate with an interest in E-commerce, digital marketing and the use of social media
- Essential that able to work well within a small team as well as take the initiative when needed
- Ability to be able to work to tight deadlines
- A quick learner
- Excellent Communication Skills – both verbal and written
- Good numerical skills
- A meticulous and organised approach to work
- A professional, flexible and proactive attitude
- Commitment to access and equal opportunities
- As a charity with an international reach, a second language would be advantageous (but not essential)

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Application is by CV and Cover Letter – please include details of 2 referees in your application. Please also download and complete an Equal Opportunities Monitoring Form which can be downloaded from our site. This will be separated from your submission on receipt.

Applications to: Kate Mason on kate@thebigdraw.org
Or posted to:

C/O Kate Mason, The Big Draw HQ, Electrician's Shop, Trinity Buoy Wharf,, 64 Orchard Place, London, E14 0JY

Deadline for all submissions is 5pm on Tue 30 April

Interviews will follow shortly afterwards and we are eager to begin introductory training in Mid May.

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