

Lauderdale House

Highgate Hill, Waterlow Park, London N6 5HG

www.lauderdalehouse.org.uk

registered charity 275502 Company number 1352278

020 8348 8716

Marketing & Events Assistant

Lauderdale House is a registered charity and runs a vibrant arts and education centre based in a Grade II* listed 1582 heritage house in Waterlow Park, Highgate. Each year we host a packed programme comprising a wide range of creative events (classical concerts, jazz, children's theatre and seasonal activities, cabaret, exhibitions, creative classes for all ages) and private functions (weddings, parties, funerals, meetings) with a footfall averaging 50,000. In addition, we run an extensive outreach programme working with young people in schools and community centres, supported by the Heritage Lottery Fund and the John Lyon's Charity.

We re-opened in 2017 following a year-long closure for a £2.3million refurbishment which transformed our facilities and programme. We are therefore at an exciting time of growth as we make the most of the transformed house and significantly increase levels of activity and income, and are looking for a Marketing and Events Assistant to join our friendly team.

It is a hands-on role for an excellent communicator with initiative, who will enjoy the variety of challenges each day, is a good problem solver and a diligent worker able to work on a wide array of tasks. It is an excellent opportunity to contribute to the operation of a small arts centre and make a difference by helping build our visitor numbers, ticket sales and events, and obtain experience across a range of customer facing arenas.

Duties include:

- Support the Events and Sales Manager including dealing with event enquiries (such as weddings, parties, wakes, exhibitions) via phone and email, responding with information, follow-up, and invoicing
- Providing support to the Marketing Manager including helping to prepare and update marketing materials, website, creating weekly newsletters, press releases and social media
- Proof reading materials for the marketing manager
- Marketing and events related data entry
- Helping with box office and managing bookings via the online box office system Ticketsolve, as well as looking at sales data
- Helping with set up and general support for classes and events

- Managing the gallery volunteers in the morning and opening the House at 11/11.30am to the public, ensuring everything is properly set up and volunteers welcomed and briefed
- Training marketing and gallery volunteers
- Managing distribution of posters and leaflets in-house and externally
- Provide general clerical support to office including answering telephones, forwarding messages or determining proper response and/or action
- Help manage stationery stock control, art class materials and general office maintenance of the photocopier and phones
- Supporting the smooth running of the House and 'filling in' gaps as required

Skills and personal attributes

- A confident communicator with excellent oral and written communication skills and the ability to work a wide range of volunteers and the public in a customer facing environment
- A capable all-rounder who can work in a team while being comfortable managing a diverse workload in a busy working environment
- Great organisational skills and attention to detail, at ease with working to deadlines
- Be reliable, responsible, good humoured and a problem solver, willing to learn and help as required
- A common-sense approach and the ability to deal with the unexpected
- Good computer literacy – Word, Excel, and Outlook; not afraid to learn and teach new systems to others
- Able to take direction but happy to work on own initiative
- Experience working in an events, marketing or customer support role would be an advantage
- An interest in the arts and/or heritage

Terms and Conditions

Salary: £11,000

Location: Lauderdale House, Highgate Hill, Waterlow Park, London N6 5HG

The appointment is part-time

The post is initially offered at 18 hours per week, Monday to Friday starting at 9.30am and working for at least 3 hours each day

Holiday: 90 hours per annum plus public holidays. The leave year runs from 1 April – 31 March.

Accountable to – Marketing Manager and Events & Sales Manager

Application process

To apply please send us a CV and covering letter explaining why you are interested in this role and why you are suitable to do this job to hdalton@lauderdale.org.uk.

Deadline Sunday 17 February

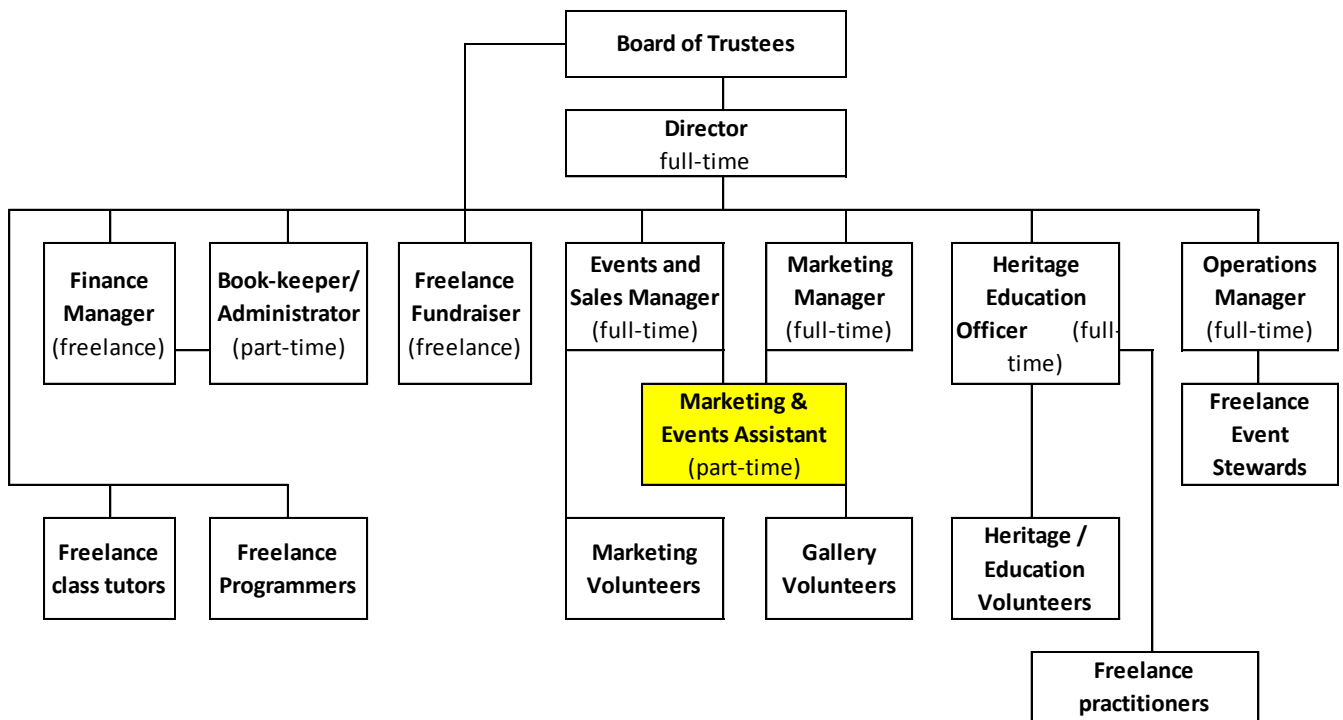
Please include contact details for 2 referees in your application stating at what point in the recruitment process they may be contacted (we will not contact them without your permission).

Candidates invited for interview will be notified by Tuesday 19 February

Interviews will be held on Thursday 21 February

Appointment will be subject to satisfactory completion of a 3-month probationary period.

STAFF STRUCTURE:



Volunteer Support: Volunteers are a critical part of our team and we are currently recruiting with an aim of having at least 2 to 3 people in each day