

## **Saturday Duty Manager / Marketing Assistant**

The Bristol Folk House is a 100-year-old Adult Education Centre, providing a large range of part time courses and workshops for the community. Our aim is to provide a community space for generations to come and increase our appeal to the wide community, including improving our accessibility.

The role we are advertising for is a key role in the organisation. The role is the main point of contact at weekends for our tutors and students. We are looking for someone who is reliable and sensible, with the confidence to work alone and be a self-starter.

This role will support the weekday staff with administration, and we are looking for someone who has an interest in marketing, especially social media. This is the perfect job for someone who is looking for a sociable and flexible role with lots of opportunities to learn on the job.

### **JOB TITLE**

Saturday Duty Manager / Marketing Assistant

### **POSITION IN ORGANISATION**

Reports to: Head of Operations

### **HOURS**

Required: Saturday's: 8.30am – 5.00pm

### **STARTING SALARY**

£11.50 per hour

### **JOB TYPE**

Permanent part time

### **LOCATION**

Bristol Folk House, 40a Park Street, BS1 5JG

### **HOLIDAY**

33 days annual holiday pro-rata

## **PENSION**

Workplace Pension with the People's Pension

## **APPLICATION DEADLINE**

Thursday 14<sup>th</sup> December 9am

(we reserve the right to close applications early if we get enough applications)

## **INTERVIEW DATES**

Interviews will take place from 18<sup>th</sup> December to 21<sup>st</sup> December

## **START DATE**

The successful candidate will be required to start Saturday January 13<sup>th</sup>.

## **RESPONSIBILITIES**

### **Duty Manager:**

- Opening and closing the building
- Main point of contact for customers, staff, students and tutors
- Responsibility of the safety and welfare of the building and customers
- Dealing with and reporting customer concerns and building maintenance to Head of Operations

### **Office Administration:**

- Customer service – welcoming students, answering student enquires and taking bookings.
- Marketing including copy writing, social media planning and scheduling.
- Tutor support – day to day support for tutors including, last minute cancellations, room set up, photocopying and promotion.
- Day to day office and building admin – ensure a smoothing running of the office and clear handover to the weekday staff.
- Events Listings – listing our busy event schedule on event listing platforms and social media as well as creating posters on Canva to publicise events in house.

## **KNOWLEDGE, EXPERIENCE & SKILLS**

### **ESSENTIAL:**

- Strong customers service. Clear and concise written and spoken communication skills
- Sales and handling money
- Proficiency in Microsoft Suite and Gmail
- Data base entry, office administration
- Experience with Lone Working or working within a Duty Management role
- Experience and interest in online marketing

### **DESIRABLES**

- Knowledge of using all social media platforms and Canva
- Design or visual arts experience
- Experience with Online payment Systems and a CRM system
- Experience working in a Not for Profit, Charitable or/and education environment
- Teaching adult learners or working in an educational setting
- First Aid and Fire Safety Certificates.

### **PERSONAL ATTRIBUTES**

- Ability to multi-task and demonstrate the use of own initiative
- Highly organised and efficient
- Approachable and professional
- Able to deal with difficult situations in a level-headed and calm manner

Please note: Currently, we do not have step free access or accessibility facilities. Parking is not always guaranteed but can be arranged. To apply for this position, please email a CV and covering letter to: [anna@bristolfolkhouse.co.uk](mailto:anna@bristolfolkhouse.co.uk)

Please note applications without covering letters will not be considered.