



## Application Pack: Operations Coordinator

### Background

#### The organisation

Chisenhale Dance Space (CDS) is East London's champion of experimentation in dance and performance. We're an artist Member-led organisation, based in Bow for 40 years. Our programme is made by, with, and in response to our Members, and currently consists of:

- subsidised-cost rehearsal space
- open-access classes for children
- artist support programmes
- a boundary-pushing performance programme in our venue and beyond
- participation and education projects in Tower Hamlets

CDS is one of the three independent charities that occupy Chisenhale Art Place in a former veneer factory on Chisenhale Road, alongside the separate Chisenhale Gallery and Chisenhale Studios. Our ex-warehouse on a back-street by Victoria Park was home of the influential 'New Dance' movement in the 80s and 90s, with our artists expanding both the form and active politics of movement, changing the face of UK dance. These experimental, urgent approaches have continued throughout our history and continue to be reflected in the Membership and our programmes. Our Space and location in the community of Bow has always formed a key element of CDS' identity and programme.

CDS is entering an exciting time of transformation and growth, as it reckons with its inherited structures, and assesses how to change to better serve its communities. The following core values are at the heart of everything the organisation does:

- **Communal** - Adj. "shared by all members of a community; for common use"
- **Physical** - Adj. "relating to the body; to things perceived through the senses; tangible or concrete"
- **Venturous** - Adj. "willing to take risks or embark on difficult or unusual courses of action"

### Operations Coordinator

**Job Title:** Operations Coordinator

**Contract Type:** Fixed term contract until December 2021

Part time, three days/week (0.6 FTE)

**Start date:** ASAP

**Salary:** £22,425 per annum, pro rata (London Living Wage)

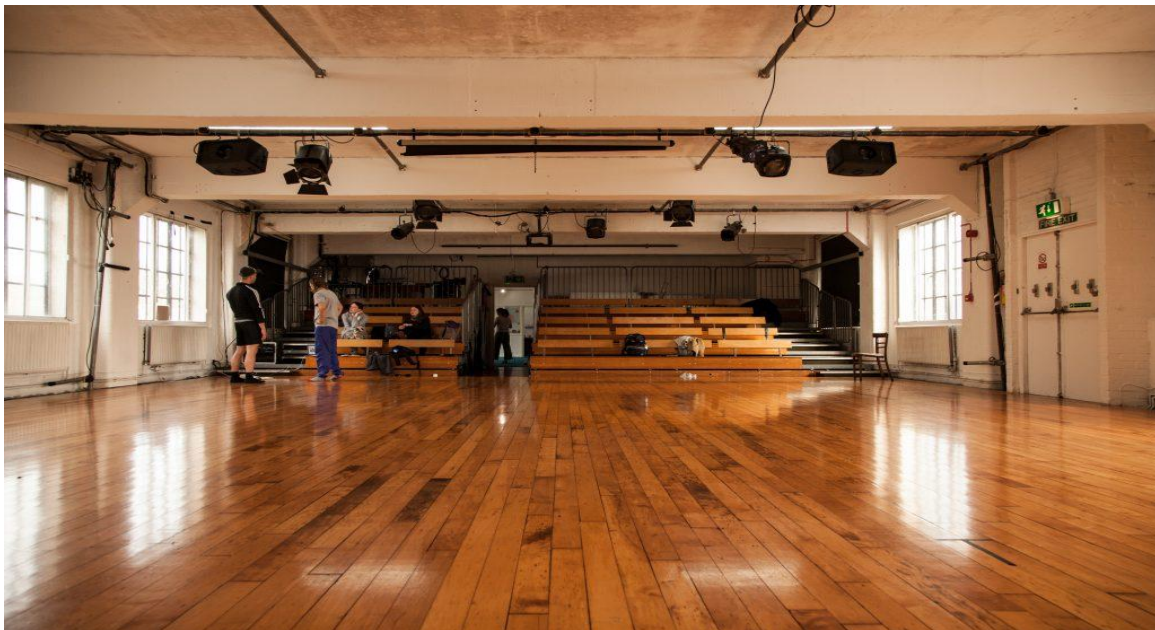
**Pension:** 3% employers' contribution

**Annual leave:** 20 days + bank holidays (pro rata)

**Line Manager:** Operations Manager

**Location:** The role is based at Chisenhale Dance Space, London E3 and due to the nature of the role, home working is not possible.

We encourage applications from those who are under-represented in our organisation and marginalised in our sector and society, especially those from the global majority, including those of African diaspora heritage, South Asian, East Asian, South-East Asian heritage, mixed heritage, and those who have faced other socio-economic barriers, those who identify as LGBTQ+, and disabled people.



Performance Studio at Chisenhale Dance Space

### **Job Description**

The Operations Coordinator role supports the Operations Manager in day-to-day management of Chisenhale Dance Space's studios and premises and their related administration. It is intended to support the transition of CDS' core space hire business back to viability, following reduced operations during the pandemic.

#### **Studio Hires**

- To be the key, timely, point of contact for all space hire enquiries and cultivate relationships with regular space users.
- To innovate and manage the rebuilding of CDS' studio user base as a significant income source for the organisation, post COVID shutdowns.
- To manage CDS' online space hire booking system and coordinate block bookings including email correspondence, invoicing and payment follow-up
- Maintain efficient and clear online and office procedures for space hire booking
- Lead on marketing initiatives to strategically increase space hire and in particular higher-value clients and bookings

- Administrate commercial systems including point of sale, CRM, payment gateways, e-commerce

### **Venue Operations**

- To be the main on-site point of contact for enquiries and studio users.
- Administrate the purchase, maintenance and alteration of studio and office areas and equipment e.g stationery, first aid and cleaning supplies.
- Work with CDS' cleaning contractor to ensure that the studios are well presented and hygienic.
- Keep office administration information up to date (i.e, internal phone numbers, first aider lists and other signage as required)
- To ensure compliance with COVID-19 protocols and safety measures in the studios.

### **Marketing**

- To manage day-to-day non-project specific social media communications for CDS and to project manage hires advertising and marketing.
- To actively market studio hires to new and potential customers.
- To support the Producers in project-specific marketing activities when possible.

### **Person Specification**

#### **Essential**

- Excellent time management, communication and administrative skills.
- Excellent computer skills, with a range of software and web-based apps.
- Excellent customer service skills.
- A systematic and efficient approach to working.
- Experience with marketing including social media.
- A hands-on, can-do approach to venue management.
- Ability to work independently, and sometimes alone in CDS' offices.

#### **Desirable**

- Experience of dance and/or performing arts and the needs of those industries.
- Experience working in a venue or other premises.
- Experience with retail or taking payments for services in another form.



### **Apply**

Please send the following to [opportunities@chisenhaledancespace.co.uk](mailto:opportunities@chisenhaledancespace.co.uk) by the deadline below:

- full CV
- covering letter telling us why you're the right person for this role
- a completed Equal Opportunities Monitoring Form

Deadline: 5pm, Monday 17th May 2021

Shortlisted applicants informed: Wednesday 19th May 2021

Interviews: Afternoon of Friday 21st May 2021, via Zoom (please hold availability)

Start date: ASAP

If you have questions about this opportunity, informal conversations can be arranged with Operations & Education Manager, Jessica Richards. Email [jessica@chisenhaledancespace.co.uk](mailto:jessica@chisenhaledancespace.co.uk) to arrange.

### **Access**

If this process is not accessible to you, please leave a voicemail message on the office number (020 8981 6617) or email [jessica@chisenhaledancespace.co.uk](mailto:jessica@chisenhaledancespace.co.uk) for assistance and to discuss an alternative format of application.

We would like to encourage disabled people to apply. Regrettably, Chisenhale Dance Space is in an old building and only accessed by a staircase and therefore is not wheelchair accessible. However we are eager to make other adjustments as necessary to suit an individual's needs, and to support applications to claim Access to Work as relevant.