

JOHN PEEL CENTRE ("JPC")

**COMMUNICATIONS & PROGRAMMING MANAGER
JOB DESCRIPTION**

JOB TITLE: Communications & Programming Manager

Main Terms and Conditions:

Salary: £24,000

Hours: 37.5hpw (will include some evenings and weekends)

Contract: Permanent

Reporting to: Strategic Manager

OBJECTIVES: To maximise the potential of the JPC by reaching out to audiences, performers, artists and students and promoting the reputation of the JPC as a national and international centre of excellence for all forms of creative arts.

To manage the Volunteer Assistant and liaise with the Strategic Manager & Facilities & Technical Manager and other staff to achieve these objectives.

The post holder will be a creative thinker, with excellent management and multi-tasking skills. With an enthusiastic and 'can do' attitude the post holder will have a strong eye for detail and ability to forward plan and prioritise effectively. The post requires the holder to have, excellent organisational and interpersonal skills as well as a thorough knowledge of the creative arts, community and volunteer led organisations.

The post holder must be prepared to work irregular hours and have a current driving licence/appropriate means of transport during irregular hours.

DUTIES: The following list of duties is indicative. Priorities, timescales and standards will be agreed with your Line Manager.

Managing JPC Marketing & Communications including: -

1. Manage & oversee the operation of JPC Box Office & CRM system (training staff and volunteers when required)
2. Use and update the Box Office reporting system to meet the varying need of the JPC
3. Identify means of obtaining feedback from visitors and customers and report back/act as required in response to feedback.

John Peel Centre for Creative Arts, Church Walk, Suffolk, IP14 1ET
A Community Interest Company 07390753
Telephone 01449 774 678 www.johnpeelcentre.com

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4. Working with the relevant Directors, ensure the JPC is compliant with relevant statutory requirements (including GDPR) relating to the operation of the JPC.
5. Oversee and schedule uploading JPC events and activity onto the Box Office System, so tickets can be purchased online.
6. Oversee the management and coordination of all JPC marketing activities.
7. To support the JPC Business Plan, lead on the development of a Marketing and Communications Strategy for the JPC
8. Develop and support the volunteer and marketing & communications team and any junior employees with marketing/communications delivery
9. Collating, prepare and proof quarterly JPC brochure and any other communications collateral produced by the JPC
10. Oversee JPC & JPC Create Social Media channels
11. Manage website maintenance/management (make sure up-to-date hosting etc.), including design and accessibility.
12. Managing the writing and distribution of content for marketing and PR purposes.
13. Oversee and ensure the correct usage of the JPC, JPC Hire and JPC Create branding by the JPC, partners and third parties.
14. Oversee Social Media activity and ensure guidelines are followed and up-to-date.
15. Ensure enquiries are responded to in a timely manner.
16. Manage All communications including newsletters
17. Editing Online film content when required.
18. Prepare role relevant reports for the JPC board/relevant committees and oversee/ contribute to the development of relevant policies.

Event Booking & Management Including:-

1. The preparation of the premises for all events and delivering them - including Duty Management of events)
2. Schedule, attend and Co-Chair Events Team meetings with the Director for Programming and Events
3. Act as primary contact for Events Team Volunteers
4. Manage the JPC events calendar, ensuring correct procedures are followed and all information and communication is up-to-date
5. Liaise with Director for Programming and Events on Event proposals and respond in timely manner
6. Liaise with external stakeholders including promoters, artists, and Managers
7. Represent the JPC with MVT, IVW SCN and other relevant industry partners/networks
8. Co-ordinate emerge nights
9. Oversee the management of with event related enquiries
10. Manage the booking of hires of the JPC and ensuring the appropriate processes are followed.
11. Draw up contracts for JPC events and issue hire booking forms, liaising with the Strategic Manager to ensure all financial procedures are in place and followed.
12. Maintain good financial records and promote budgetary efficiency.
13. Schedule staff to ensure all events and activity are covered with appropriate staff and manage and update the staff rota (scheduling 3 months in advance)
14. Manage hires

15. Oversee the process of putting events on sale from booking to marketing
16. Oversee JPC Members offers in partnership with the Director for Members
17. To be a First Aider & Fire Marshall on behalf of the JPC (Training will be provided)
18. Work in partnership with the Strategic Manager on the development, planning and delivery of JPC Create projects

To manage and motivate JPC Volunteers, including: -

- Their recruitment and regularly auditing their skills and arranging appropriate training.
- Reviewing a Volunteer Code of Conduct, and
- Holding and attending regular meetings with them.

Line Management, including: -

1. To line manage the Volunteer Assistant