

Administrative Assistant– JOB DESCRIPTION

FRESHWATER THEATRE COMPANY – SPRING 2024

To ensure the smooth running of the Freshwater office, coordinating event bookings and maintaining all administrative processes to a high standard

- Full time: 35 hours per week (excluding lunch breaks), office hours are between 8.30-5.30
- Permanent position
- Reporting to, and line managed by the General Manager

Administrative Responsibilities

Customer service

- To be a first point of contact in the office, dealing with incoming enquiries from Freshwater customers via phone and email
- To coordinate event bookings using the Freshwater database, processing, and sending relevant paperwork to customers
- To liaise with freelance facilitators regarding event bookings
- To maintain Freshwater’s excellent standard of customer service by providing efficient, thorough, and friendly correspondence
- To chase up and enable customer enquiries to become bookings with Freshwater
- To respond to the general queries and issues arising from the above

Office systems and finance

- To regularly update Freshwater databases, ensuring all information is accurate and relevant
- To maintain and improve office systems, ensuring Company Handbooks are updated accordingly
- To issue invoices to Freshwater customers, entering payment information, and chasing overdue payments when required

Other administrative duties

- To open company post and distribute as necessary
- To ensure paperwork is filed efficiently and accurately
- To co-ordinate the office stationery stock, placing orders as required

Other Responsibilities

- To attend Freshwater meetings and social events
- To observe Freshwater sessions in schools to become familiar with the company’s work
- To represent Freshwater at external meetings and networking events as required
- To assist with any other tasks as required by the General Manager, Resources Co-ordinator or Marketing and Communications Officer