

Administrator Job description



Purpose of the Role

The Administrator supports CPT's administrative processes across Programming, Artist Development, Marketing, Hires and Venue operations. Working closely with, and managed by, the Programme & Venue Manager (PVM), you will help ensure the smooth running of CPT's systems and day-to-day operations, the delivery of activity, the support of artists, and the care of customers and stakeholders.

This is a casual role averaging 1 day per week, on site at CPT. Hours will be agreed in advance with the PVM to reflect programme delivery and will usually fall within CPT's office hours (10am–6pm, Mon–Fri).

Key Responsibilities

Reception & Communication

- Monitor shared inboxes (artists@, hires@, FOH@) and respond promptly, escalating queries where appropriate
- Respond to day-to-day enquiries by phone and at the front door, being the first point of contact for visitors to the building and providing a warm, informed welcome
- Maintain positive relationships and support clear communication between artists, freelancers, staff, suppliers, and audiences

Programme & Artist Support

- Work with the PVM in scheduling the artistic programme, including availability checks, and deal memo confirmations
- Assist with the smooth delivery of CPT's artistic programme, liaising with artists, freelancers, and internal teams
- Work with the PVM and Marketing Manager to produce season set-ups on Spektrix, the CPT website, and the internal calendar
- Support the administration of artist development schemes, call-outs, and in-kind support
- Maintain accurate records and systems for artistic and programme activity
- Collate evaluation data and feedback for continuous improvement and reporting

Hires Administration

- Support the PVM with hires administration and client relationships, including:
 - Building shows on Spektrix and the CPT website
 - Issuing contracts and invoices
 - Liaising with Technical and FOH teams
 - Completing settlements and related documentation

Reporting & Evaluation

- Support the Executive Director with quarterly and annual reporting, including:
 - Gathering data for earned income reports
 - Coordinating the ACE annual survey
 - Tracking KPIs and project outcomes
 - Assist in preparing information for funder reports and internal monitoring

Recruitment, Training & Process Improvement

- Draft contracts and letters of agreement for freelancers and staff
- Administrate recruitment and staff training in line with CPT's inclusive practice
- Identify and suggest improvements to systems and processes to increase productivity and quality

General Venue Support

- Provide practical support for CPT's building operations and events, including coordinating with FOH (Front of House) and Technical teams
- Uphold CPT's Access and Inclusion Policies and contribute to making CPT more accessible
- Support Health & Safety compliance, including fire safety and first aid stock checks
- Assist with customer service and complaints handling when required
- Ordering and overseeing bar stock

General

This job description outlines the core responsibilities of the role and may be reviewed and updated as required. All CPT staff are expected to work collaboratively and flexibly, undertaking any reasonable tasks for the benefit of the organisation.

Personal Specification

Essential

- Strong administrative skills and computer literacy, including confident use of email, spreadsheets, and calendar systems
- Confident communicator in writing, over the phone, and in person
- Ability to work independently and as part of a team
- Ability to take initiative with strong problem-solving skills
- Flexibility, adaptability, and excellent timekeeping
- Commitment to Access and Inclusion principles
- Passion for fringe theatre and the arts

Desirable

- Experience using Spektrix, Eventotron, or similar ticketing systems
- Knowledge of fringe theatre and artist development
- Experience drafting contracts
- Experience working with deaf and/or disabled stakeholders

Rate of Pay: £13.85 per hour plus holiday pay at 12.07% of hours worked

How to Apply

To apply, please send a CV and a cover letter (no more than one page) outlining why you think you'd be good for the role, and why you'd like to join us to jobs@cpttheatre.co.uk by **10am Monday 8th September** and complete our [Equal Opportunities Form available via this link](#).

We welcome and encourage applications from individuals without formal education and/or who identify as working class, LGBTQ+, neurodiverse, disabled, d/Deaf, and Global majority* and/or migrant.

*This includes people of Black Caribbean, Black African, South Asian, East Asian, South East Asian, Middle Eastern, Arab, Latinx, Jewish, Romany and Irish Traveller heritage.

CPT can cover some access support costs to submit an application where required. Please contact jobs@cpttheatre.co.uk with a quotation from your access support worker.