



Events & Admin Officer: Job Description

This is a great opportunity for someone organised, friendly, and confident working at the heart of a busy organisation. We're looking for someone who brings a steady, positive approach and enjoys supporting people.

We welcome applications from all members of the community and are committed to an inclusive and supportive workplace.

Please note: this is a hands-on, sometimes physically active role involving room set-ups, moving equipment, and basic technical support.

Role Details

- **Full-time:** 37.5 hours per week
- **Salary:** £24,570 (subject to salary uplift from April 1st)
- **Holiday:** 24 days (plus 1 extra day with each year of service, up to 5 years)
- **Reports to:** Venue & Visitor Services Manager

Benefits

- Free tickets and +1 to a wide range of Exeter Phoenix shows, cinema and experiences
- A free daily hot drink and free soft` drinks from the Exeter Phoenix Cafe Bar
- 50% off food from the Exeter Phoenix Cafe Bar
- Contribution to healthcare costs via Health Shield plan (after six months)
- CPD training opportunities
- Ethical pension option
- Social events

Principal Responsibilities

- Help manage and grow our studio hire and conference bookings, working closely with the Venue & Visitor Services Manager.
- Lead building tours for potential hirers, advising on suitable spaces and preparing written summaries and quotes.
- Ensure booking documentation is completed accurately and on time.
- Work collaboratively across the team to deliver smooth, well-organised events.
- Help maintain a high-quality and financially sustainable hire offer.
- Ensure rooms, equipment, and services are prepared to a consistent standard.
- Identify new opportunities for events, partnerships, and hirer engagement.
- Be the first point of contact for our classes and hires community, building open and positive relationships.
- Set up and pack down studios, including basic tech (e.g. projectors).
- Support general building operations to maintain a safe, welcoming environment.
- Assist the Director and Venue & Visitor Services Manager as required.
- Co-ordinate and supervise work-experience students alongside the Venue & Visitor Services Manager.

Specific Responsibilities

- Operate the studio/auditorium booking system and liaise with hirers, tutors and the technical team.
- Ensure all hirers complete agreements and understand the terms and conditions.
- Co-ordinate our programme of classes and workshops.
- Carry out room and AV set-ups and takedowns (involving some lifting).
- Help maximise income from studio and conference bookings.
- Oversee office IT systems and liaise with external tech support when issues arise.
- Produce hire invoices using SAGE (training provided).
- Support event management tasks when required, including artist accommodation bookings.
- Attend logistics/operations meetings, taking and circulating minutes.
- Handle office stationery stock-taking and purchasing.
- Respond to general public enquiries and direct them to the appropriate team members.

Person Specification

Essential

- Strong organisational and forward-planning skills.
- Effective communicator with a calm, proactive approach to solving problems.
- Alignment with our values: customer-focused, inclusive, ambitious, connected, and honest.
- Confidence in making and maintaining positive professional relationships.
- Excellent written and verbal communication skills.
- Able to work independently and collaboratively.
- Good at prioritising and managing multiple tasks.
- Flexible, resourceful, and steady under pressure.
- Good IT skills.
- Excellent IT skills
- Previous relevant experience

Desirable qualities

- Experience of organising conferences or similar events
- A keen interest in and knowledge of the arts and media
- Experience of risk assessments and health and safety legislation
- Experience of business development in a sales environment
- Experience of minute taking
- Knowledge of SAGE accounting system
- Knowledge of current health and safety guidelines
- Knowledge of audio-visual equipment