



## Theatre Assistant

### Role Profile

#### A. Details

Position:	Theatre Assistant
Grade	Clerical Officer (CO)
Whole time equivalent	.8 - 4 days per week
Reports to:	Head of Theatre
Duration:	Permanent

#### B. Department & Role Overview

This permanent role is to provide clerical support to the Arts Team with designated focus on Theatre, and other arts areas, as applicable, to deliver the Arts Council Corporate Plan in support of strategic objectives.

#### C. Key Responsibilities

##### POLICY & STRATEGY

- Support team policy initiatives, e.g. set up meetings, take minutes of meetings, liaise with external 3rd parties, research history of funding relationships etc.
- Provide information to feed into the mapping of the arts profile for your area/s

##### FINANCIAL SUPPORTS /FUNDING RELATIONSHIPS

###### Funding applications

- Action tasks in CRM team's queues (e.g. assign application and assessments etc.);
- Monitor assessment progress in CRM by using appropriate advanced find;
- Provide assistance, as required, to the team's Executive Officer (EO) with regards to liaising with the Adviser/s to ensure inputs to assessments run smoothly;
- Act as the main point of contact and coordinator for your areas in relation to Travel & Training awards and other smaller awards as required.

###### Enquiries

- Be the first point of contact for your artform/practice areas on funding/general enquiries via phone/email;
- Action funding application enquiries e.g. closing dates, application forms etc.: log in CRM as appropriate (i.e. resolve on first contact or assign to appropriate team member);
- Direct technical queries to ICT support within Corporate Services;
- Provide other arts area advice as appropriate;
- Record enquiries on CRM as appropriate – generate suggestions as to how to continuously update team based web pages e.g. FAQs, How To guides;

- Identify queries that you can answer, those to be escalated, referred to other organisations, and those that require further research by you and revert to public/artist/organisation.

#### **Panels**

- As required, attend panel meetings in your areas, to support the smooth running of Panel Meetings. Provide cover to other teams, as required;
- As required, provide assistance to the Head of Team in the absence of the EO in responding to requests from applicants for written feedback from panel meetings, according to a new protocol;
- Liaise with HTs, to ensure that list of panelists for teams are up to date in CRM.

#### **Payments**

- Direct enquiries on payments to OLS in first instance;
- Liaise with Corporate Services as required, to ensure smooth operation of payments.

#### **Monitoring funding relationships**

- Pull reports as required to support monitoring funding relationships.

#### **General**

- Become proficient in all standard procedures and systems as appropriate to role;
- Collaborate with other Arts Department Assistants and team members, where appropriate, in identifying, agreeing and applying consistent processes and systems that maximise efficiency;
- Provide cover for other Arts Team / Department Assistants as required;
- Actively participate as a team member with suggestions to continuously improve the funding process and service to the public, artists and organisations.

#### **PARTNERSHIP**

- Provide clerical support as required to partnership initiatives.

#### **ADVICE**

- See 'Enquiries' under Financial Supports/Funding Relationships above.

#### **ADVOCACY**

- Provide clerical support as required to advocacy initiatives.

#### **ARTS TEAM**

- Provide inputs to team work planning to ensure sufficient resources available to maintain smooth operation of work of relevant arts areas.

#### **CORPORATE**

- Participate in project team(s) on specified projects driven by Strategic Development Department;
- Collate information from CRM related to arts areas, to support strategic projects.

#### **OTHER**

- Support the team on FOI requests through pulling out documents/files;
- Deal with internal queries on Artist Exemption scheme, in relation to your areas;
- Provide training and support to new team members;

- Provide cover to other Sections/Departments as required.

**D. Skills Knowledge and Experiences**

- A proven record of excellent administration skills;
- Excellent general office skills and a working knowledge of relevant Arts Council ICT systems including Word, Excel, CRM and Online Services;
- Very organised in prioritising and processing work including record keeping and filing systems;
- Flexible and enthusiastic in the context of a busy and demanding workplace;
- An ability to anticipate needs, to work effectively as a member of a team and work on her/his own initiative;
- A willingness to contribute positively to the building of a new team and effective ways of working;
- Very good verbal communications skills and be confident dealing with both internal and external customers;
- A commitment to high standards of public service;
- The ability to communicate through the Irish language, both verbal and written, is desirable.

Note: It is important to note that role Profiles must be used in conjunction with work plans and dialogue with your lead line manager (with input from other managers within your arts designated area/s as appropriate) to bring clarity to work priorities and tasks.

The Role Profile is intended as a guide to the general range of role responsibilities. It is intended to be neither definitive nor restrictive. In line with changing organisation requirements and strategic priorities, the role may change over time. Accordingly, the Role Profile may be subject to periodic review.