

**Business Support Assistant**

Information Pack

# CONTENTS

Summary

Job Description

Person Specification

Application Procedure

Company Profile

# [www.liveandlocal.org.uk](http://www.liveandlocal.org.uk)



# Welcome from the Board

Thank you for your interest in joining Live & Local.

In 2022 Live & Local celebrated its 30th Birthday. Across those years it has grown from a small pilot project in Warwickshire into a confident and effective broker for a range of arts activities across seven counties in the Midlands.

Like all arts and cultural organisations, we face opportunities and challenges during our National Portfolio cycle. However, with thanks to additional funds from Arts Council England, we have a great opportunity enabling us to work with larger communities in our area.

In 2023 we extended our staff and Board to support this exciting Rural Hub Towns project that has grown our resilience and see us developing the quality, diversity, and accessibility of our work for our communities and audiences.

Our experience, knowledge and principles provide a solid foundation for this work; and we need the right people to work with our communities.

*Rob Wilkinson - Chair of the Board*

# Summary

Live & Local is seeking a Business Support Assistant to provide support to departments across the business & operations, engagement, and rural hub towns departments. This entry level position would suit someone with the drive and ability to work well with teams and with colleagues across the company.

This post is offered as a full-time and flexitime position based in Warwick.

We are committed to reflecting the diversity of the UK across the company and its work. We are currently under-represented in our staff team by people from a global majority backgrounds, and/or those identify as D/deaf, disabled, LGBTQ+. We actively encourage applicants from these backgrounds.

Live & Local is a Disability Confident Committed Employer. If you need any reasonable adjustments during the recruitment process, please let us know.

Live & Local
August 2025

**If you would like an informal conversation about the role, please contact Kristie Naimo (Company Manager) on** kristie@liveandlocal.org.uk

# Job Description

|  |  |
| --- | --- |
| Department | Business & Operations |
| Contract Type | Full time (35 hours per week) |
| Function | Provide support to staff across the company. This post could suit someone with minimal workplace experience with the ability to work well in a team with colleagues across the company. |
| Location | Pageant House, 2 Jury Street, Warwick, CV34 4EW (The office is based on a 2nd floor with no lift) |
| Annual Leave | 28 days including Bank Holidays |
| Notice Period | 1 month |
| Reports To | Company Manager |

## Administration

Tasks can include (but are not limited to):

* Answering telephone calls and fielding general enquiries
* Data inputting and editing
* Maintaining stationery supplies and equipment
* Data processing across the company including the rural hub towns, community touring scheme and cinema scheme databases.
* Routine support calls to local promoters
* Supporting the team in booking and delivering meetings or events
* Maintaining Company diary

## Marketing and Publicity

Tasks include (but are not limited to):

* Design, production, and distribution of print marketing materials
* Contributing to the Live & Local Social Media channels
* Creating graphics, video, and other content for Live & Local’s channels
* Monitoring and evaluation (data gathering/entry)
* Contribute to eMarketing campaigns.
* Maintain contact lists (audience, stakeholder, and press mailing lists)
* Copywriting and proofreading
* Supporting in the maintenance of the Live & Local Website
* Provide support to voluntary promoters and community groups in marketing and publicising their events.

## Projects

Provide admin and marketing support to relevant staff for projects. In particular, our Rural Hub Towns (RHT) project. Tasks could include (but not limited to):

* Design, production, and distribution of print marketing materials
* Design and copy writing for the RHT Newsletter
* Managing the project social media, and newsletter communications
* Desk research and development
* Monitoring and evaluation (data gathering/entry)
* Data input and editing
* Handling enquiries
* General administrative duties (booking accommodation/venues/catering etc)

## General Duties

* Attendance / support at Promoter and other stakeholder meetings
* Providing support to other departments
* Attending Live & Local meetings and events
* Attending conferences, training, and other networking opportunities as necessary
* Other reasonable duties as deemed appropriate.

# Person Specification

This post could suit someone with minimal workplace experience with the ability to work well in a team with colleagues across the company. Training will be provided and access to development opportunities will be encouraged.

## Experience and Knowledge

### Desirable

* Experience of working in an office-based role.
* Employment experience in similar role(s) in the arts sector,
* Experience of social media channels,
* Experience of using databases,
* Experience of using Mailchimp,
* Marketing copywriting experience.
* Confident computer user with experience of Microsoft Office software (Word, Excel, Teams, Outlook, Access, SharePoint),

## Skills

### Essential

* Excellent telephone manner,
* Proven interpersonal skills with a friendly personality,
* Team worker,
* Proactive,
* Attention to details and accurate data inputting.

### Desirable

* Creativity and design skills (Canva, Photoshop)
* Able to work effectively and methodically under pressure to multiple deadlines.

## Education and Qualifications

### Essential

* Good standard of written and spoken communication skills,
* Willingness to learn new skills and undertake training.

### Desirable

* Track record of undertaking training in areas relating to the job role.

## General

### Desirable

* Current driving licence and access to a car.
* Able to work occasional evening/weekend hours at Live & Local events.

# Terms and Conditions

The post is offered as an employee of Live & Local subject to its Terms and Conditions of Employment.

|  |  |
| --- | --- |
| Salary | £23,418 per annum (Full time on 35hrs/week)  |
| Additional Hrs:  | Occasional weekend and unsociable (evening) hours may be required as part of this job. These are agreed after discussion with the post holder. Additional duty hours, i.e. work that is part of required duties, are paid at an hourly rate commensurate with an employee’s annual salary. Additional show attendance hours are paid at a fixed rate plus expenses.  |
| Location  | Based at the Live & Local office – Pageant House, 2 Jury Street, Warwick, CV34 4EW. Please note the Warwick office is based on the second floor with no lift access.  |
| Pension:  | Employer’s contribution of 3% of pensionable earnings increasing in line with statutory requirements. Assessment for auto-enrolment will be postponed until completion of probation |
| Start Date:   | TBC with new post-holder (Ideally Mon 13th Oct – or sooner) |
| Hours:   | 35 hours days over 5 days per week between Monday and Friday. Within these parameters you are permitted to attend work flexibly within the Live & Local flexitime framework. |
| Line Manager:  | Company Manager |
| Leave Year:  | 1st June to 31st May |
| Statutory leave:  | 28 days in the leave year. Bank and public holidays are included in the statutory entitlement. |
| Flexi-time scheme:  | Entitlements:* Maximum 2-days of flexi-leave in each 4-week period(26 per Yr.)
* Maximum 3 additional ‘banked’ leave days per year**.**
* Carry-over limits of 12 hours credit or 6 hours debit weekly within an accounting period, and 12 hours credit or 4 hours debit between accounting periods.
 |
| Performance review:  | Three months’ probation, and annual appraisal thereafter |
| Termination:  | Termination of contract would be one month on either side |

# Application Procedure

The [Application Form](http://promoters.liveandlocal.org.uk/machform/view.php?id=94976) is [available here](http://promoters.liveandlocal.org.uk/machform/view.php?id=97104). If you require an application form in another format, please contact admin@liveandlocal.org.uk

Please explain how your skills, experience, training, and knowledge make you suitable for this role and address each point in the Person Specification.

Please apply by **10am Thursday 4th September.** If you have not heard by 5pm on Friday 5th September, you may assume that you have been unsuccessful.

We only offer feedback to candidates who are interviewed.

# Interviews

Interviews will take place on **Thursday 11th Sept** in at the Live & Local office in Warwick.

If you have any access requirements for the interview, please do let us know in advance.

# About Live & Local

Live & Local works with voluntary groups and professional artists to create new audiences and participants for the arts.

We support a high-quality live arts and film programme with voluntary organisations.

We cover communities in Warwickshire, Staffordshire, Derbyshire, Worcestershire, Nottinghamshire, Lincolnshire, and Leicestershire. We support approximately 400 live shows, 250 cinema screenings per year and a range of projects. Our current programme includes:

* Live shows - The community touring scheme (CTS)
* Moving Pictures and Big Picture Show cinema networks (MPS/BPS) and Big Picture Film Festival [Film Schemes: Live & Local](https://www.liveandlocal.org.uk/film-schemes/)
* [Developing Artists for Rural Tourin](https://www.liveandlocal.org.uk/get-involved/dart/)g project (DART)

## Rural Hub Towns Project

Live & Local has been award substantial additional funds for the period 2023-26 by Arts Council England (ACE).

Our ‘Rural Hub Towns’ project enables us to work with five rural towns and their rural hinterland located in areas known as ‘Levelling Up for Culture Places (LUFC)’. This project invites people living and working in those 5 rural communities to work in partnership to bring arts of all kinds to their local area.

For more details, visit our webpage: [Live & Local | Rural Hub Towns: Live & Local](https://www.liveandlocal.org.uk/projects/rural-hub-towns/)

# About our Funding

Live & Local is funded by a mix of local, regional, and national bodies. We have kept our National Portfolio Organisation status (NPO) of the Arts Council England (ACE) in the recent round for up until 2026 with a substantial uplift. We also get funding from the British Film Institute (BFI) and other trusts/grant giving bodies.

We are funded by seven County Councils and 30 District and Borough councils. Some of this income is in the form of grants and some through partnership agreements with these local authorities. We also raise income from the box office from the touring scheme and local contributions to specific projects. We also run a Friends Scheme.

# Governance

Live & Local is a not-for-profit Company Limited by Guarantee, but not a Charity, with a voluntary Board of Directors (5-9 members) drawn from funders, users and artists involved with the organisation’s activities.

# Office and IT

The company is based in Warwick on the 2nd floor (no lift)

* The office has a networked PC computer system with remote access facilities. Also, two colour digital photocopiers/scanners
* The company is fully equipped for remote working. We use Microsoft 365 and are extensive users of MS Teams and remote working IT.
* The performance scheme and film programme are managed by an in-house designed relational database program (on MS Access and SQL Server)
* We use Mail Chimp to manage our email lists.
* We own five sets of portable digital cinema systems with 5:1 surround sound, 12 x 9 screens, and digital projectors.

# National Rural Touring Forum

Live & Local is a member of the National Rural Touring Forum (NRTF) which represents rural touring schemes and rural arts development agencies in the UK. [**http://www.nrtf.org.uk**](http://www.nrtf.org.uk)**.** Thirty touring schemes are currently members of the NRTF and form a nationwide network of over 1,500 promoters. While the members of the NRTF reach many parts of the country, the NRTF itself is a small organisation funded through membership fees.

There is a national conference once a year and as the members are from rural areas this usually occurs in particularly pleasant surroundings. The NRTF provides a wealth of experience across its membership as well as professional development opportunities for member schemes, market research and cross regional project development opportunities.

*“I like being part of bringing professional theatre into a small community and
putting a bit of heart into the place. “Local Promoter*

*“People surprise themselves by coming to things they wouldn't normally
dream of coming to!” Local Promoter*

*“Good fun, good value, unusual performances in places we wouldn't normally go to. The 'action' is near to the spectators and so we feel more involved” Live & Local Audience*

*“The whole company feel it was extremely successful and appreciated that this was due in no small measure to the input from all at Live & Local” Horse + Bamboo*

 *“Brilliant event! Live & Local continues to offer superb entertainment” Local Promoter*