

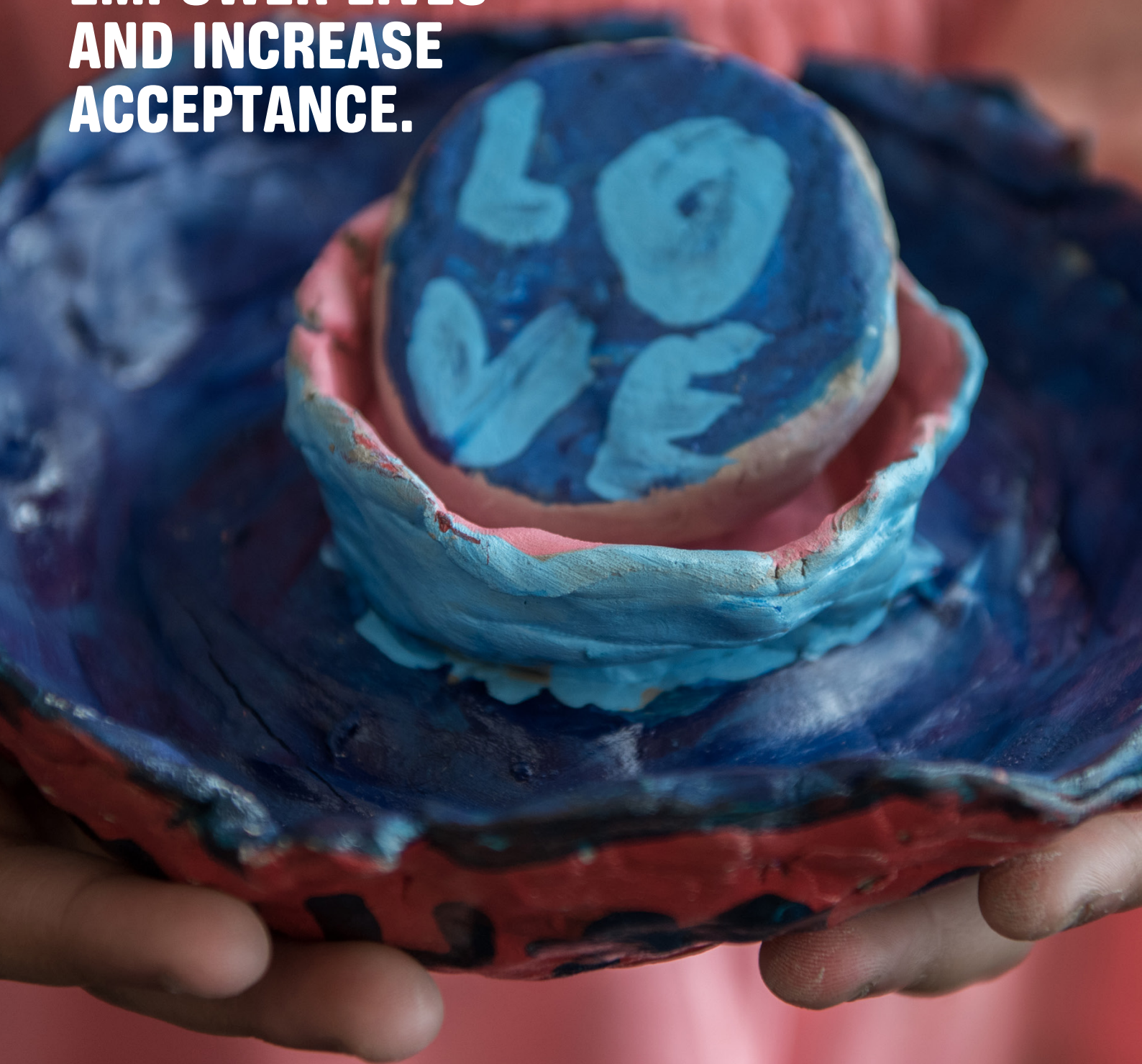


CREATE ARTS.ORG.UK
20 YEARS OF SPARKING CREATIVITY

APPLICATION PACK

EXECUTIVE ASSISTANT TO THE CHIEF EXECUTIVE /
OFFICE MANAGER

**CREATE BELIEVES
IN THE POWER
OF THE CREATIVE
ARTS TO PROMOTE
INCLUSION,
EMPOWER LIVES
AND INCREASE
ACCEPTANCE.**



JOIN OUR TEAM

Create is the UK's leading charity empowering lives, reducing isolation and enhancing wellbeing through the creative arts. Our focus is on engaging participants in inspiring, sustainable arts programmes in areas where provision is poor and engagement in the arts is therefore low. We know that unleashing creativity ignites imaginations, develops confidence and builds relationships. Like setting off a firework, our professional artists light the touch paper and our participants discover new found self-belief and a desire to try more, do more and be more.

We design and deliver creative arts workshops to engage people who don't normally get the chance to be creative. More than 95 projects each year bring the most vulnerable children or adults together, tackling isolation and loneliness, building skills and promoting wellbeing. Visual art workshops enable young people with serious mental illness to express their feelings and emotions; creative writing projects give homeless adults a voice with which to tell their own stories; dance workshops provide isolated young carers with the freedom to make new friends; and music enables vulnerable older people to bond over shared memories.

This is a hugely exciting time to join Create as we aim to double the reach and impact of our work by our 25th anniversary in 2027/28, and continue expanding our work in the North West.



Lord Mayor's Show 2018

WHO WE WORK WITH

To ensure we reach participants in areas of greatest need, we prioritise partner organisations that receive little or no provision from other arts providers. We select these using poverty indices and government statistics on areas of deprivation alongside data including: disability; pupil premium/entitlement to free school meals; and use of English as an additional language. When choosing locations, we also consider the government's Levelling Up/Arts Council England's under-provided "Priority Places".

OUR EIGHT KEY GROUPS

- Disabled children and adults
- Young psychiatric hospital patients
- Young and adult carers
- Vulnerable older people
- Young and adult prisoners
- Schoolchildren in areas of deprivation
- Marginalised children and adults (including homeless adults, refugees, survivors of modern slavery)
- Children looked after / leaving care

During 2023/24, we worked with

61%

participants who are aged 0-18

19%

participants who are aged 60+

53%

participants who are entitled to free school meals

England average 23.8%

44%

participants of the global majority

51%

participants who are disabled / have special educational needs

CREATE IS A SMALL CHARITY WITH A BIG HEART AND FIERCE AMBITION TO SUPPORT, TOUCH AND CHANGE THE LIVES OF THOUSANDS OF VULNERABLE PEOPLE THROUGH THE POWER OF THE CREATIVE ARTS. AND IT DOES THIS BRILLIANTLY.

Nicola Brentnall, ex-Director, The Queen's Trust

CREATIVITY IS INTEGRAL TO YOUR PHYSICAL AND MENTAL WELLBEING. IT ENRICHES AND NOURISHES YOUR SOUL.

Create Participant

WE SHOULD ALL HAVE SOME EXPOSURE TO CREATIVE ACTIVITY. SUPPORTING ORGANISATIONS LIKE CREATE IN HELPING TO GET THE BEST OUT OF PEOPLE IS A WAY OF DOING THAT.

Peter Estlin, 691st Lord Mayor of the City of London

Create Participant

CREATE GIVES ME A BREAK AND ALLOWS ME TO SEE THE POSITIVES IN MY CARING ROLE AND THE POSITIVES IN LIFE. THE WORKSHOPS GIVE YOU A COUPLE OF HOURS NOT TO HAVE THE STRESS OF CARING AND JUST BE A KID AGAIN.

CREATE IN NUMBERS



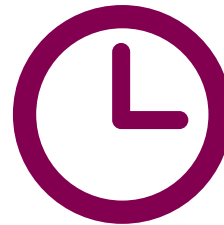
45,789
participants have taken part in our projects since 2003



169
professional artists worked for Create since 2003

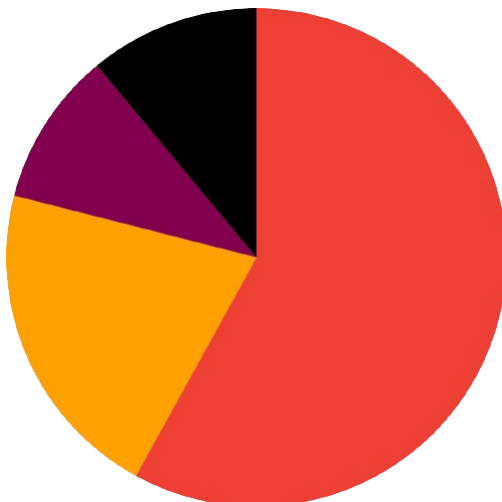


14,500
workshops have taken place since 2003



373,554
hours of contact with participants since 2003

INCOME IN 2023/24



- 58% Trusts / Foundations
- 21% Corporates
- 10% Individuals
- 11% Other

DIGITAL SPACE

Our fast-growing social media presence includes:



4,586
Twitter followers



2,769
Instagram followers



1,382
Facebook followers



913
LinkedIn followers



inspired:arts performance at Sadler's Wells in partnership with Create Patron, Sir Matthew Bourne OBE

THE ROLE

SUMMARY OF POSITION

Would you like to be the right-hand person to our passionate, award-winning Chief Executive? Do you have the skills, experience, confidentiality and flair to be a step ahead to enable her to deliver her role effectively? Are you a keen multi-tasker, able to juggle that role with management of our gorgeous City of London office? This is a key position with Create, as the charity delivers on its ambitious plans to double its reach and impact by its 25th anniversary in 2028. The successful candidate will have extensive EA experience at a senior level, a passion and flair for managing multiple tasks seamlessly, outstanding people skills and an unstoppable drive to make a difference.

Primary Objectives

To provide executive support to the Chief Executive (CE) and manage the smooth running of the office and its systems in accordance with policies, goals and objectives established by the CE and Board of Trustees. To provide exceptional stewardship to individual donors.

Position within Organisation

The EA to the Chief Executive / Office Manager reports directly to the CE. The role is also responsible to the Director of Finance & Operations (DFO).

TERMS AND CONDITIONS

Create is a caring employer, committed to wellbeing, team spirit and enabling all members of the team to share in the impact of the charity's work.

- Salary: £28,000 - £31,000 pa depending on experience.
- Holiday: 25 days (including 3 faith days*) + 8 Public Holidays. 2 further days after 5 years' service.
- A beautiful office based in the City of London. This is an office based role.
- 35-hour week: standard office hours are 9.30am-5.30pm, Monday to Friday with an hour for lunch. Work outside these hours is required on occasions.
- Travel to meetings, projects and events will be required.
- The opportunity to visit projects and Showcase events.
- As part of Create's Green Action Plan, the charity offers the Cycle to Work scheme.
- In line with Create's Safeguarding Policy, all staff are required to have a Disclosure and Barring Service (DBS) check, which Create will carry out upon appointment.

** Create closes the office over the Christmas period. For staff members who celebrate other faith days, however, the charity is happy to discuss alternative dates.*

Create is committed to a policy of equal opportunities embracing diversity in all areas of activity and welcomes applications from disabled people and people of all ethnicities.

KEY RESPONSIBILITIES

Vision and Strategy

- Demonstrating a passion and enthusiasm for the charity, its vision and strategy, and being an effective part of the team delivering and supporting that strategy.

EA to the CE

- Being a step ahead at all times in providing executive support to the CE including: diary organisation, making appointments, responding to invitations, dealing with correspondence, liaising with funding and community partners, Patrons, Trustees, artists and members of the team, collating expense records and arranging travel and accommodation requirements.
- Liaising with EAs and CEOs at the two charities where the CE is a Trustee to support her role.
- Hosting project visits on behalf of the CE.
- Maintaining high levels of confidentiality, diplomacy and loyalty at all times.
- Conducting research, preparing papers and briefings, producing occasional PowerPoint presentations.
- Final proof reading of various reports and presentations.
- Managing the overall systems and procedures to support Trustee and other council meetings, including preparing papers, minute taking and setting up/clearing down meetings.

Office Management

- Overseeing the smooth and efficient running of the office.
- Overseeing desk booking system Kadence and duties rotas, ensuring all office tasks are completed.
- Ordering stationery and equipment.
- Organising daily post and deliveries.
- Day to day responsibility for IT in consultation with the DFO and an outside provider.
- Managing service and supplier contracts / relationships (including IT, telephone, photocopier, stationery, cleaning, building and maintenance issues).
- Procurement, maintenance and repair of office equipment.

HR Administration

- Supporting the DFO in overseeing HR software Breathe to log leave.
- Assisting with the recruitment process, including designing recruitment packs, advertising posts, coordinating interviews and taking up references.
- Administration of the starters and leavers process including induction and exit interviews.
- Coordinating the annual appraisal process.
- Working with the Project team on the administration of the DBS process.
- Arranging team events eg: Christmas and Create anniversary socials.
- Coordinating birthday cards for all staff.

Gift Administration and Stewardship

- Keeping accurate records of all gifts from individuals (including gift aid) and ensuring all donors are thanked promptly and appropriately.
- Coordinating and implementing exceptional stewardship of individual donors.

Financial Administration

- Managing petty cash funds and disbursements, reconciling monthly and ensuring all paperwork is correct and up to date.
- Banking cheques and cash.
- Supporting the Bookkeeper with financial administration for office operations.

General

- Sharing Create's commitment to safeguarding and promoting the wellbeing of our participants. Our Safeguarding Children and Vulnerable Adults Policy can be found [here](#).
- Undertaking any other duties that may be reasonably required by the CE.

PERSON SPECIFICATION

Essential Qualifications and Experience

- Significant experience as a senior Executive Assistant at CEO level.
- Excellent knowledge of Microsoft Office applications, including Word, Excel, Power Point and Outlook.
- Significant levels of office management experience.
- Tried and tested methods for managing multiple diaries, tasks and deadlines.
- A commitment to the charity sector and the ethos/values of Create.

Desirable Experience

- Experience of HR administration.
- Experience of financial administration.
- Experience of the charity and/or arts sector.
- Experience of Salesforce CRM.

Skills and Abilities

- Target-focused and results-driven with highly effective time management and exemplary prioritisation and planning skills.
- Strong organisational, negotiation, administrative and interpersonal skills.
- Excellent written and verbal communication skills.
- Accuracy and meticulous attention to detail.
- Ability to work within a small, multi-disciplinary team.
- Highly confidential, discreet, sensitive manner; and absolute loyalty.
- Ability to work to strict deadlines and remain calm under pressure.
- Ability to think creatively.
- Positive with a "can do", solution focused attitude.
- Self-motivated and ability to work on own initiative, independently, without direct supervision.
- A flexible attitude to work: evening and weekend work is required on occasions.
- Excellent literacy in IT, HR, CRM & office systems.
- Commitment to – and understanding of - equal opportunities, safeguarding and diversity.

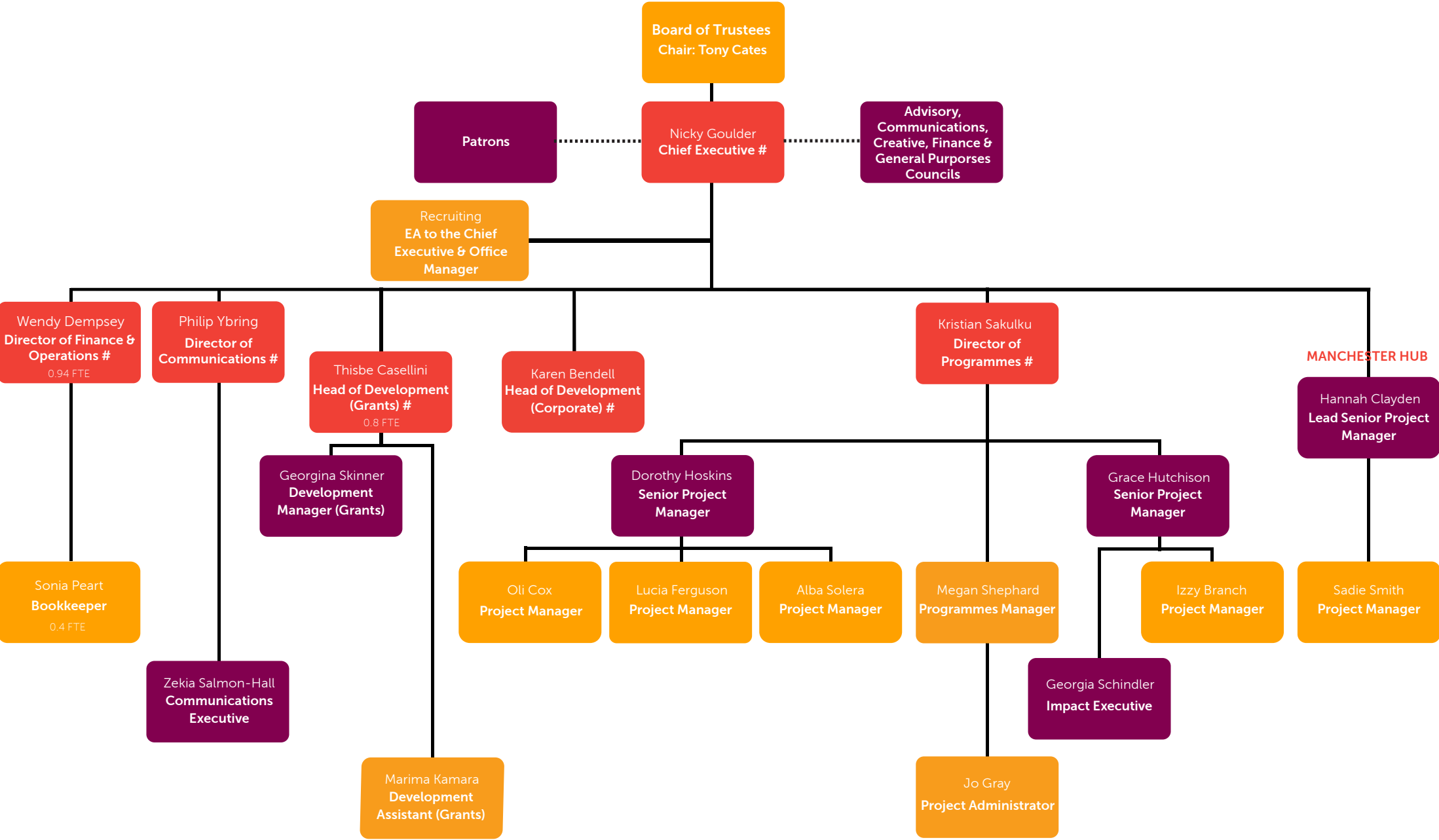
I HAVE FOUND MY VOICE THROUGH CREATE'S ARTS PROGRAMMES. EVEN WHEN I FEEL A BIT OUT OF MY DEPTH USING NEW TECHNIQUES, I STILL FEEL COMFORTABLE HERE.

Create participant



ORGANISATIONAL STRUCTURE

- denotes membership of the Senior Leadership Team





HOW TO APPLY

The deadline for applications is 9am on **Monday 17 June 2024**

1st Interviews: Thursday 20 June at Create's office

2nd Interviews: Wednesday 26 June at Create's office

To apply, please send a completed application form with a short email providing a telephone number where you can be contacted in confidence.

Completed application forms can be emailed to recruitment@createarts.org.uk (please type the job title in the subject field).

Download the application form [here](#).

No agencies / consultancies.



**CREATE'S
PROGRAMMES
PLAY A VITAL ROLE
IN DEVELOPING
KEY SKILLS, LIKE
CREATIVITY, SO
THOSE MOST IN NEED
IMPROVE THEIR LIFE
CHANCES.**

Nicole Lovett , Director, CSR, Deutsche Bank

FURTHER INFORMATION

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Executive Assistant to Chief Executive
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[@createcharity](https://www.instagram.com/createcharity)

Registered charity number 1099733