

# SOUTHBANK CENTRE

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## Job Description

<b>Post:</b>	Executive Office Assistant
<b>Department:</b>	Executive Office
<b>Reports To:</b>	Head of CEO Office
<b>Closing Date:</b>	£33,000 per annum
<b>Salary Range:</b>	19 July 2026

## Southbank Centre

Southbank Centre is a national flagship cultural institution. It is Europe's largest arts centre and one of the UK's top five visitor attractions, occupying an 11-acre site that sits in the midst of London's most vibrant cultural quarter on the South Bank of the Thames.

Its impact and reach are significant and it is respected internationally as a convener of great artists and diverse audiences and for being entrepreneurial and innovative in response to a volatile and changing financial landscape. Southbank Centre is a charity that is determined to demonstrate its ambition to remain innovative, disruptive and experimental in what it does and to be highly relevant to the artists it wants to work with and to the audiences it wants to attract.

Southbank Centre believes that a commitment to diversity and inclusion helps it be a more relevant and effective organisation.

## Our Artistic Mission

Southbank Centre exists to provide great artistic experiences for everyone. Through art, we invite our visitors to enjoy shared cultural encounters together. To gaze. To listen. To be moved. To discover a new idea or a new perspective. We are proud that for the last 70 years, the performances and exhibitions here have moved millions. We have provided a home for art and for artists. A community centred on art, where everyone, no matter their job, helps make the experience.

We create a place where as many people as possible can come together to experience bold, unusual, entertaining and eye-opening work. We want to take people out of the everyday, every day.

**We present work for everyone and we welcome applications from everyone.** By attracting people to work for us from a broad range of backgrounds with diverse attitudes, opinions and beliefs, we can continue to look at the world with fresh eyes and find new ways of doing things.

## Role objectives

The Executive Office Assistant provides high-level, proactive administrative support to the Chief Executive Officer and the wider Executive Leadership Team (ELT). Operating at the heart of the Southbank Centre, this role requires exceptional discretion, sophisticated communication skills, and the ability to navigate a complex, high-profile environment with professional poise.

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## **Main Responsibilities:**

- In close collaboration with the Head of the CEO's Office, provide meticulous diary management for the CEO, ensuring time is prioritised effectively against organisational objectives.
- In collaboration with the EA to the COO and Board, provide administrative and scheduling assistance to the Chief Operating Officer, Finance Director, and the Board of Governors as required and directed.
- Coordinate comprehensive end-to-end travel arrangements for the CEO and COO. This includes the preparation of itineraries, visa applications, and the collation of detailed briefing documents and meeting agendas.
- Act as the primary point of contact for the Executive Office; meet and greet visitors with professionalism and manage catering requirements.
- Ensure meeting rooms are prepared to a high standard, including technical setup (IT/AV) and facilities coordination.
- Administer the Executive Office Ticket Management system, exercising strategic oversight of Board and ELT requests and assist in the allocation of Executive ticket holds.
- Assist in the delivery of internal and external Executive Office events, managing venue protocols, catering, technical production, and on-site logistics.
- Work in tandem with the EA office team to ensure adequate cover for all Executive Directors, when required, during periods of absence or annual leave and to support organisational needs.
- Serve as a designated Fire Marshall (training provided).
- Ensure Executive Office supplies are maintained.

## **Financial Duties**

- To assist with financial processes, including processing all costs relating to events, travel and general expenses.
- Raising purchase orders and invoices, coding invoices and credit card statements, and checking transactions.
- Processing CEO expenses.

## **Person Specification**

We are looking for someone who:

- Is highly organised, with the ability to create and maintain effective administrative procedures and systems.
- Is a team worker and is able to communicate effectively and establish good working relationships with people at all levels, and is confident when dealing with challenging and sometimes conflicting priorities.
- Is able to multitask and stay calm under pressure.
- Has excellent written and verbal communication skills and is able to articulate their ideas clearly and concisely.
- Has excellent interpersonal skills, including tact and diplomacy.
- Takes a problem-solving approach and uses their initiative to make things happen.

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- Is proactive, motivated and able to be flexible and responsive to different situations and contexts.
- Is able to work in a fast-paced environment with a methodical approach and strong attention to detail.
- Demonstrates an understanding of and commitment to the role that diversity and inclusion play in the activities of the Southbank Centre as a whole and in the work of this particular job.
- Is discreet and professional with the ability to handle sensitive and confidential information appropriately.
- Is able to build and manage productive working relationships with both internal and external stakeholders.

**Please do not include Desirable Skills/Experience as this can be a barrier to anyone who doesn't have specific sector-experience**

**At the Southbank Centre we believe in:**

## **Creating welcoming spaces**

- Because upholding respect, safety and belonging is at the heart of vibrant teams and communities.
- This means us all taking responsibility for shaping and protecting a kind, compassionate and inclusive environment for others.

## **Making wonderful experiences together**

- Because we all contribute to amazing artistic moments at the Southbank Centre.
- This means us all understanding and valuing the different parts we play in creating enjoyment and success.

## **Sparking new thinking**

- Because different views and thought-provoking conversations inspire innovation, learning and growth.
- This means everyone having a desire to learn and being open to evaluating how they think and work.

## **Benefits & Perks:**

As well as working at one of London's most popular and exciting sites the successful candidate will also benefit from the following:

- A min 5% employer's pension contribution (rising to 9% depending on your employee contribution), from day 1 of employment
- 28 days annual leave, plus bank holidays (pro-rata for part time employees)
- Hybrid working model (3 days office working, 2 days from home)
- Enhanced sick pay
- Enhanced family leave benefits

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- Up to 30% discounts at onsite retail, food and beverage vendors
- Staff ticket offers for Southbank Centre events
- Free entry to Hayward Gallery
- Free/discounted entry with other reciprocal organisations
- Free staff yoga
- Free access to emotional support from a confidential specialist Employee Assistance Programme available 24/7
- Season ticket loan
- Cycle to work scheme