



WYSING ARTS CENTRE
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WYSING ARTS CENTRE PROGRAMME AND OPERATIONS ASSISTANT

RECRUITMENT PACK JULY 2022

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Syllabus Cohort 2019 Retreat at Wysing. Photograph: John Bloomfield

About Wysing Arts Centre

“Wysing was founded with a utopian vision to create space for artists to live & work. Today it is ... pioneering an experimental approach to artistic practice, learning & curating.” Louise Benson, Elephant Magazine, 2019

Wysing Arts Centre is a progressive organisation in a rural setting that was established in 1989. We enable artists and publics to engage their imagination freely and take creative risks; we believe that everybody has the right to time and space for creativity, away from the distractions of daily life.

The site is ten miles from Cambridge city. It holds 20 subsidised studios, accommodation for up to 80 visiting artists annually, recording and ceramics studios, flexible space to experiment, present and learn, fields, woodland, and several outdoor outworks. Work made at Wysing is seen worldwide. An accessible digital offer increases reach & archives our work; our youth programme empowers future generations.

Wysing invites artists from across the world to stay and reflect on their practice without the pressure of producing new work: time spent without a plan can often be when the best new ideas emerge. We take a proactive, intersectional approach to equity and inclusion, and often support artists who have not been well supported by mainstream gallery and funding systems. Several artists who have spent time at Wysing have gone on to be Turner-prize or Paul Hamlyn Award winners. Some artists go on to be commissioned by Wysing to make artworks, music and performance; many participate in Wysing’s lively events.

Wysing engages people of all ages through artist-led workshops, events, online projects, gatherings and an alternative art school called *The Syllabus*. Our young people’s programme has a focus on reaching people from rural areas. Wysing is currently building a youth council who will have decision-making powers in the organisation.

We are funded principally by Arts Council England through its National Portfolio scheme. Further funds are raised through Trusts, Foundations and via individual giving. Wysing recently received significant support from the Freelands Foundation to grow and deliver *The Syllabus* over the next decade. More can be discovered about Wysing’s programme and history at wysingartscentre.org/ and wysingbroadcasts.art/



Opening event: Ain Bailey *Version* 2021 Photograph: Chloe Page

The Role: Overview

The main responsibilities of the Programme and Operations Assistant are to manage Wysing Art Centre's reception, provide excellent customer service and carry out front of house duties, including being a friendly, informative first point of contact for public enquiries, visitors and artists. The role provides administrative and operational support for staff, which includes: supporting activity across the programme team; effective marketing and promotion of Wysing / Wysing programme; and supporting the delivery of events, meetings and space hire bookings.

The role is fully site based, at Wysing Arts Centre's Reception.

Wysing is committed to equity. We acknowledge that certain areas of society are not proportionally represented within the arts sector; we are doing what we can to correct this. We are committed to providing equal opportunities for everyone, regardless of their background. We welcome applications from all backgrounds including, but not limited to, those who identify as from marginalised backgrounds based on any protected characteristic including age, racialization, gender identity or sexuality, disability or long-term health condition, pregnancy, maternity or marital status, religion or belief, and class background or class identity.



Wysing Ceramic Studio Open Morning, 2022. Photograph: Chloe Page

Position: Programme and Operations Assistant

Hours: 37.5 hours per week (occasional evening and weekend working necessary)

Working pattern & location: Wysing Arts Centre, Fox Road, Bourn, CB23 2TX

Salary: £24,000

Contract: Permanent, subject to review in the first three months

Reporting to: Deputy Director

Key Responsibilities

- Management of Reception and providing Front of House and customer service.
- Record keeping and administration for site resources, including activity tracking for Wysing's funders.
- Event planning and support of event delivery.
- Ensuring audience surveys are completed and feedback is recorded for reporting purposes.
- Updating information to Wysing's website and other online platforms.
- Providing administrative support to the whole team.
- Reviewing and optimising administrative systems and procedures to support Wysing's operations.
- Programme invigilation where required.

Detailed responsibilities

Reception:

- Management of Reception, including supporting the Deputy Director with drawing up Duty Rotas, and managing volunteer workload and tasks, liaising with programme team members where necessary.
- Answering the telephone, responding to emails and dealing with general enquiries.
- Greeting visitors and providing up to date, accessible visitor information.
- Maintaining high standards of customer service to all.
- Maintaining a professional appearance in the reception area at all times, ensuring reception, tables and seating are clean and tidy and any deliveries are removed promptly, and the reception kitchen area is kept clean and tidy.
- Maintaining publication and print stocks, process sales and maintain financial records both promptly and accurately.
- To work with Wysing's programme team to source, price and promote stock for Wysing's shop (onsite and online), ensuring that Wysing's online shop is up to date.
- Ensuring that the issue of keys to visiting artists or contractors are logged and monitored.
- Ensuring record keeping of site equipment / resources used by guests or contractors.
- Invigilation of exhibitions and installations, ensuring exhibits are opened each day, then closed and secured appropriately.
- Ensuring that any issues within programmes (for example, failure of AV equipment) is reported to Wysing's Deputy Director and Programme team as soon as possible.
- Working occasional weekend and evenings for events (Wysing operates a TOIL system for evenings and weekend working).

Programme and Operations Assistance:

- Providing administrative support to all staff.
- Providing support to marketing activities; including mail out preparation, updating internet listings, ensuring promotional material is distributed effectively, scheduling social media posts and ensuring Wysing's website is up to date and informative.
- Co-ordinating the preparation and running of events, workshops, meetings and space hire bookings, including working with the Deputy Director on quotes for room hire, liaising with outside caterers and suppliers and serving refreshments.
- Reviewing and analysing administrative and IT systems and processes to ensure they are fit for purpose and efficient.
- Managing the organisation's databases and/ or contact management systems to ensure that contact information is accurate, current, and held within GDPR regulations.
- Managing stationery and postage budget, ensuring no overspend.
- Attending weekly staff meetings; minute taking, presenting and updating Wysing's calendar as appropriate.
- Ensuring appropriate records are kept for venue hires on the site.
- To hold a Food Safety Certification to oversee safe food handling during Wysing's events.
- To be a qualified first aider for the organisation
- To support Wysing's commitment to inclusion through supporting accessibility reviews and changes to process, as well as Wysing's commitment to good practice in caring for mental health and wellbeing.

Other tasks:

- Participate actively in professional development opportunities and programme evaluation, internally and for reporting purposes. Promote, and proactively explore avenues for environmental sustainability across Wysing's operations.
- Carrying out other tasks reasonably requested, in accordance with the post holder's skills and qualifications.
- To work in accordance with Wysing Arts Centre's Policies including Health & Safety, Sustainability, and Equal Opportunities, at all times.
- To work in accordance with Wysing's Code of Conduct, at all times.

Person Specification

Essential:

- Excellent people skills
- Good communication skills
- Excellent organisational and administrative skills, with the ability to multitask
- Able to work using own initiative with the ability to prioritise
- Able to work as part of a team
- A good level of computer literacy, including Word and Excel
- Willingness to work evenings and weekends as required
- An understanding and empathy with the aims of Wysing Arts Centre
- An understanding and commitment to Health and Safety in the Workplace
- An understanding and commitment to equality, diversity and inclusion, and environmental sustainability.

Desirable:

- Experience of working within the visual arts and with artists.
- An interest in contemporary art.
- Experience of using spreadsheets and data monitoring.
- Experience of website content management systems.



Young people working in Wysing's Ceramics Studio and Recording Studio 2021. Photographs: Lucy Shipp

Wysing's Vision, Mission, Values and Aims

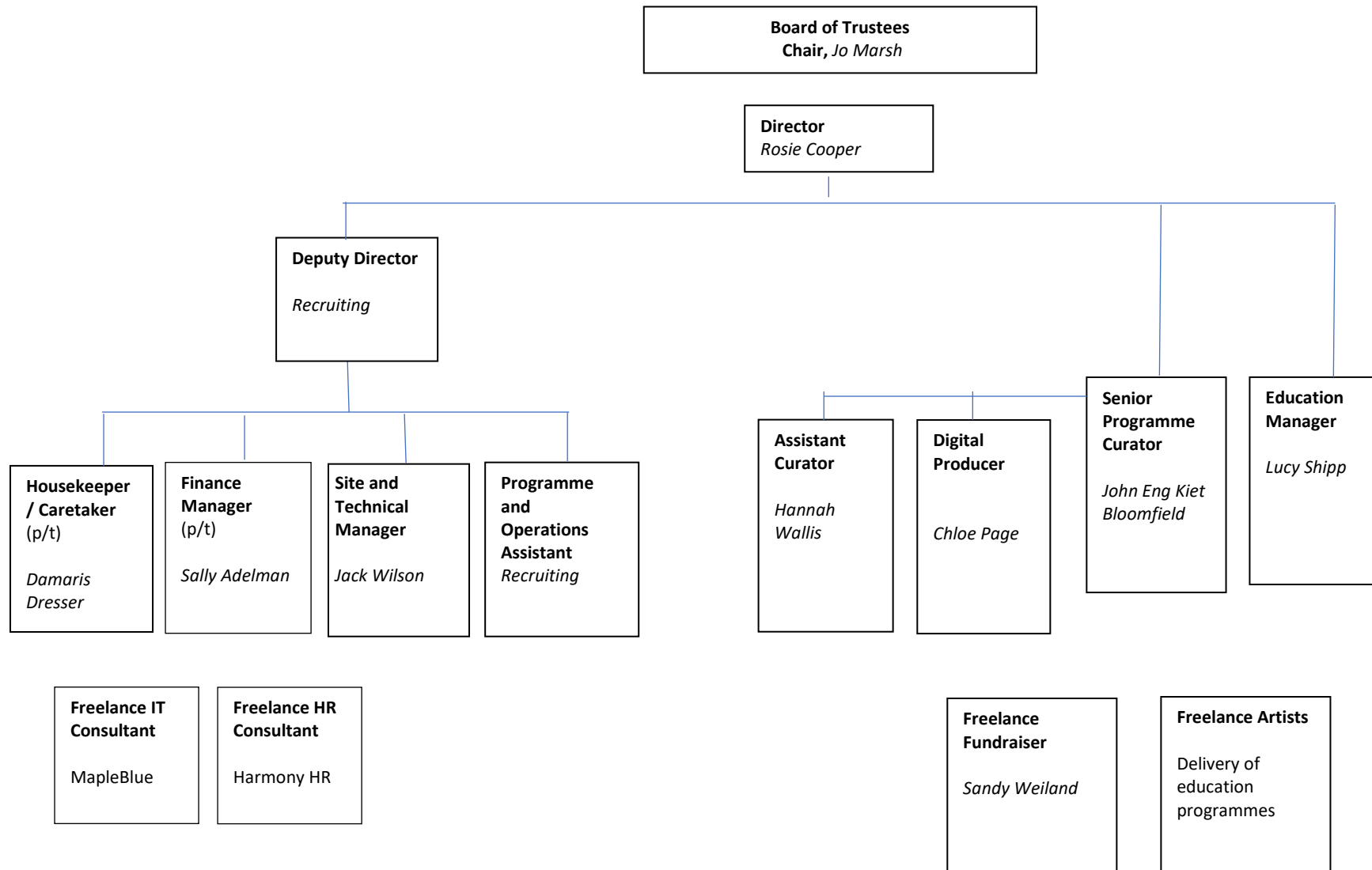
Vision: To cultivate the freewheeling imagination.

Mission: Wysing believes in the transformative social and personal benefits of art and creativity, and that a more just world can only be achieved if everyone has equal access to the time and space needed to imagine it. Wysing provides accessible opportunities and resources to think and create, outside the habits of daily life. We support artists to develop their talent; we advocate for the immense value they have in the world, and we work to create the conditions necessary for them to have sustainable careers.

Values and Aims:

- **Collaborative:** Work together to build resources.
- **Generous:** Model change, sharing our resources equitably.
- **Agile:** Create and seize opportunity.
- **Attentive:** Listen to what people have to say, and respond effectively.
- **Transparent:** Build trust, and be open about how we work.
- **Ethical:** Avoid causing harm to people and the planet.

Organisation chart



Recruitment Process:

The deadline for applications is midnight on Monday 8 August 2022.

Interview will take place on Thursday 18 August 2022.

Applications should be made by email to recruitment@wysingartscentre.org

When making an application, please submit a cover letter (maximum 2 pages) explaining what interests you about the role and working at Wysing Arts Centre and information on how your skills, abilities, and experience match the key points in the job description and person specification. Please send an up to date CV (no more than 2 pages).

Applications can also be made in video or audio format if required and if you have any other access needs to be able to make an application to us, please contact us.

As a Disability Confident Leader, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. Please indicate you are d/Deaf or disabled in your application so that you can be interviewed if you meet the minimum criteria.

Wysing's Deputy Director, Ceri Littlechild, is available to have an informal conversation about the position. Please email ceri.littlechild@wysingartscentre.org