



Krowji, West Park, Redruth, Cornwall, TR15 3AJ  
t. 01209 313200 w. [krowji.org.uk](http://krowji.org.uk) e. [info@krowji.org.uk](mailto:info@krowji.org.uk)

## **Krowji Maternity Cover Post - Administrator**

### **Job description & key responsibilities**

Our Studio Manager is going on maternity leave in December and we are looking for a part-time administrator to help with maternity cover. They will be working with existing staff members Rosie Leo, who will take on the role of Studio Manager, and Katy Wheeler who will cover our marketing and events.

The role is to assist in all aspects of administration of the Krowji site and support the Creative Kernow team, the organisation that owns Krowji.

Krowji is Cornwall's largest creative hub, providing studios, workspaces, offices, the Melting Pot Café, meeting rooms and other services for a diverse range of creative businesses at the Old Grammar School buildings in Redruth.

The site is owned by Creative Kernow Ltd – a charity and limited company. Creative Kernow is the umbrella organisation for nine subsidiaries including: Krowji, Carn to Cove, C-Fylm, Cornwall365, Cornwall Music Forum, Creative Skills, FEAST, Open Studios Cornwall and What's on Cornwall. Creative Kernow's overarching aims are to: support and promote the wealth of creative excellence in Cornwall, provide opportunities for creative practitioners, increase the industry's sustainability and make its products, services and experiences more widely accessible.

Following the opening of our new Percy Williams Building last year we now have over 100 studios and are currently operating at over 95% capacity. It is an exciting time to join our team and experience working within this vibrant creative environment.

### **This role**

The Administrator will be based in the busy Krowji Reception office which is at the heart of the complex and will involve various administrative and maintenance activities as well as supporting the staff team with aspects of marketing and events co-ordination. The post holder will also be involved in management of the Krowji website.

The successful applicant will support and report to the Krowji Studio Manager and assist with visitor and telephone enquiries as required. They will also be engaged in general administration support for the other Creative Kernow projects listed above (more information on these can be found on our [Creative Kernow website](#)). This is a part-time position working 30 hours per week Monday – Friday 8.00am – 2.30pm.

**Role Description:** The key tasks are to:

- Support the staff team with visitor and telephone enquiries to ensure a high quality customer experience
- Support the Krowji Studio Manager with administration tasks for Open Studios and Redruth Christmas Events e.g. publicity and signage
- Distribute post to tenants, sign for parcels and handle outgoing post for the Creative Kernow team
- Carry out daily site maintenance checks and keep on top of general house-keeping e.g. checking for light bulbs that need replacing and toilet tissue holders which need topping up
- Manage areas of the Krowji website including tenant profiles
- Support the rest of the staff team in a range of administrative tasks, including stationery orders, in order to improve efficiency and enable the organisation to run more effectively
- Provide monthly administration support for some external creative organisations

## **Person specification – key competencies:**

### **Essential:**

- Good interpersonal, communication and customer service skills, including an effective telephone manner
- An enthusiastic and proactive approach with an ability to use initiative
- IT skills and a comprehensive knowledge of Microsoft Office desktop programs
- A completer finisher with strong organisation skills and attention to detail
- Ability to work as part of a small, close team as well as on own initiative

---

### **Desirable:**

- Experience of managing Wordpress website content
- Knowledge of Adobe design based programs such as Photoshop
- A fast learner
- A relevant degree level qualification and excellent oral and written skills
- Proven administration experience
- An interest in the arts
- Driving Licence

---

We welcome applications from all members of our communities and operate under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all,

regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability, income, education, religious beliefs or cultural heritage.

If you require this job description in another format, please let us know.

### **Organisational structure**

The Administrator is responsible to the Krowji Studio Manager; the post-holder has no line management responsibilities.

The Krowji team is part of the wider Creative Kernow group and works closely with the other Creative Kernow projects, with ultimate responsibility resting with the Creative Kernow Board of Trustees.

### **Key conditions of work**

Contract	<b>Maternity cover contract.</b> The employer is Krowji Ltd.
Pay	National Minimum Living Wage £16,302 pro rata i.e. £13,041.60 as 0.8 of a post
Holidays	28 days including bank holidays pro rata
Hours	This is a part-time post, working 30 hours per week. There is some limited flexibility in the hours, but an 8.00am start Monday to Friday is an essential requirement. The post may include meetings outside of normal work hours. A TOIL system operates, rather than payment of overtime.
Place of work	Krowji, West Park, Redruth, TR15 3AJ. The role may involve occasional attendance at meetings and events elsewhere.
Pension	<p>Creative Kernow will automatically enrol you into The People's Pension from 1<sup>st</sup> November 2016 if, on that date, you are: aged at least 22 but you are under State Pension age earning more than £10,000 a year (£833 per month). If you don't meet these criteria on 1<sup>st</sup> November but you do meet them at a later date, we will automatically enrol you into the scheme then.</p> <p>If you are eligible to join, Creative Kernow will contribute 1% of your salary until 30th September 2017. More details about the scheme are available on request.</p>
Policies	Krowji has an extensive range of policies contained in the Staff Handbook and these form part of the post's terms and conditions.

Please email the application form provided with your CV to [rosie@krowji.org.uk](mailto:rosie@krowji.org.uk)

The closing date for applications is **12 noon on Thursday 20<sup>th</sup> October** and interviews will be held on Wednesday 26<sup>th</sup> October.