



Krowji, West Park, Redruth, Cornwall, TR15 3GE
 t. 01209 313200 w. krowji.org.uk e. info@krowji.org.uk

Job Description for Krowji Administrator

Our friendly and creative team is looking for an enthusiastic and highly organised person who enjoys working with creatives, thrives on helping people and enjoys a busy and varied role. The position is to assist in all aspects of the day to day running of our studios and is a part-time role working Monday to Friday 8.30am – 3pm. With the recent completion of our new container studios, this is a very exciting time to join our team.

Job title	Krowji Administrator
Location	The role is based at Krowji, Redruth, Cornwall TR15 3GE
Pay band	Administrative and Technical
Salary	In the range £24,570 to £25,999 pro rata +3% pension scheme. 20 days annual leave plus statutory bank holidays.
Hours	30 hours per week (0.8 FTE) Monday to Friday 8.30am – 3pm
Contract type	6 months fixed-term with potential for a permanent contract
Line Managed by	Krowji Director
Line management responsibilities	None
Deadline for applications	Tuesday 25 th March 5pm
Interviews	Wednesday 2 nd April

About Us

Krowji is Cornwall’s leading creative hub, dedicated to providing studios in a professional, supportive and inspiring environment for a diverse range of over 200 artists, makers, designers and creative businesses since 2005.

As part of Creative Kernow, the cultural and creative sector support organisation for Cornwall and the Isles of Scilly, we champion creativity as a force for positive change. We are a charity with a mission to enrich and energise creative communities of place and practice through the production,



distribution and promotion of artistic work, networks and knowledge. Our vision is a thriving Cornwall powered by creativity. To read more about our programmes and activities please visit our [Creative Kernow website](#).

Role Description

This is an exciting opportunity for someone to play an integral role in the overall running of our creative hub. The successful candidate will support the Krowji team to ensure operational efficiency and excellent communication so that creativity can thrive in our buildings. They will also become a valuable part of our Creative Kernow team with the opportunity to contribute to our wider ambitions for the creative industries in Cornwall.

As the first point of contact for all enquiries, the Krowji Administrator will be based at the front desk in our Krowji Reception office, which is at the heart of the site. This customer-facing role involves assisting with tenant communications and site operations as well as marketing, events and data impact. It includes a mixture of desk-based reception and administrative work as well as physical activities such as carrying parcels and moving furniture.

This is a new role in our team to accommodate our growing site and ensure we continue to provide a high standard of service to our creative studio holders. The role is initially offered as a 6-month fixed term contract offering the opportunity for the successful candidate to develop and shape the role with us, before a permanent position will become available. The role is line managed by the Krowji Director but will work closely with our Studio Manager and Caretaker.

This job description is not an exhaustive list and we will expect you to carry out any other activities which may reasonably be required in accordance with the needs of the projects. This means that we will expect you to be flexible and adaptable within your role.

The key tasks are to:

Reception (approx. 60%)

- Act as the first point of contact for all enquiries, creating a warm and welcoming environment and ensuring a high-quality customer experience
- Act as the first point of contact for tenants and assist the Studio Manager in answering queries, signposting to useful resources and resolving any issues raised
- Deal with daily incoming and outgoing post and parcel deliveries
- With support from the Studio Manager and Caretaker, oversee all aspects of meeting room hire

Administration, marketing and data Impact (approx. 30%)

- Assist in all aspects of administration for Krowji, including but not limited to: tenancy paperwork, data entry and meeting planning and preparation
- Regularly collate accurate data to inform the Krowji Director's reports and evaluations for the board and key stakeholders
- Assist with the planning and running of Krowji's biannual events

- Create and post content on Krowji Facebook and Instagram accounts, in line with the Krowji marketing strategy
- With support from the Studio Manager, collate content for and draft monthly internal and external newsletters using existing template
- Assist in updating areas of the Krowji website
- Make sure sign-in sheets and routine task lists (daily, weekly and monthly) for tenant support and building management are kept up to date
- Work with the Krowji Director to identify and attend training for the development of the role

Additional (approx. 10%)

- Support the team to carry out regular site checks and identify any H&S concerns
- Assist with general house-keeping and day-to-day site operations
- Regularly check and update site noticeboards, tenant directories and fire safety notices, installing temporary site notices as required

There will also be opportunities to work collaboratively with the wider Creative Kernow team e.g. for events or through our Creative taskforces.

Person specification – key competencies:

Essential:

- Excellent communication skills, able to deal with a range of different audiences, both on the phone, by email and face to face
- An enthusiastic and proactive approach with an ability to use initiative and problem solve
- Ability to multi-task and good time management
- Ability to carry out physical tasks such as lifting boxes and moving tables
- An interest in the arts and culture
- Social media skills – creating and posting content to Facebook & Instagram
- Good IT skills and a comprehensive knowledge of Microsoft Office Word, Excel and Teams
- A finisher with strong organisation skills
- Attention to detail
- Ability to work as part of a small, close-knit team as well as independently

We are particularly interested in your ability, experience and potential rather than your qualifications, so there are no formal minimum requirements.

Desirable:

- Proven customer service experience
- Good knowledge and understanding of the creative industries
- Experience in initiating new systems to improve efficiency
- Fast learner
- Experience of using Mailchimp newsletter platform
- Practical skills

- First aid and/or fire marshal training
- Driving Licence

Equal Opportunities

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. We are open to proposals for job share.

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

Unfortunately this position is not suitable for a job share.

Organisational structure

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

Krowji has a board of four Directors who meet quarterly. 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

Permanent contract, subject to satisfactory completion of a 3-month probationary period. The employer is Krowji Ltd.

Pay

Pay range £23,400 - £25,000

Pay band: Administration and Technical

Holidays

20 days (FTE) plus bank holidays. Annual leave entitlement increases by one day after each year of continuous service up to a maximum of 25 days.

Hours

This is a part-time post, working 30 hours per week. The post may include work outside of normal work hours e.g. for events. A TOIL system operates, rather than payment of overtime.

Place of work

Krowji, West Park, Redruth, TR15 3GE. The role may involve occasional attendance at meetings and events elsewhere.

Pension

Creative Kernow will automatically enrol you into The People's Pension if 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 are eligible to join, you will be required to pay 5% of your salary and Creative Kernow will contribute 3%. You can subsequently opt out if you wish. More details about the scheme are available on request.

Policies

Creative Kernow has an extensive range of policies contained in the Staff Handbook.

Your application should include the following:

- A statement – covering a maximum of 2 sides of A4 at 12pt or a voice recorded version of this document or a video that is a maximum of 7 minutes- sent via WeTransfer. This statement should explain how your skills and experience meet the requirements of the role.
- Your CV – max 2 pages
- Contact details for 2 referees (including their email)
- A completed equal opportunities monitoring form via this link [Creative Kernow Equal Opportunities form](#)
- A completed [GDPR Candidate Privacy Notice](#)

If you would prefer to submit your application by an alternative method or for further assistance, please contact jobs@creativekernow.org.uk

Please submit your application files by email to jobs@creativekernow.org.uk by 5pm on Tuesday 25th March

We believe that a more diverse workforce is a more productive, engaged and successful one too, so we want to encourage people from all backgrounds and walks of life to come and share their talents with us. It should go without saying that we don't discriminate based on factors such as age, race, disability, sexual orientation or gender identity. By embracing diversity we foster a happy, welcoming environment for everyone on our team. The things that matter to us are your ability, aptitude, potential, passion and drive rather than your qualifications, so there are no formal minimum requirements.

Interviews will be held in person at Krowji, Redruth on Wednesday 2nd April. If you are not available on this date, please make this clear on your application.