

BIRMINGHAM ROYAL BALLET

Dance Hub Birmingham Coordinator

Reports to: Director of Learning and Engagement

Normal office hours are 40 hours per week, Monday to Friday as agreed by the Line Manager. This is a venue-based role and you will on occasions be required to work evenings and/or weekends in the course of your duties.

Dance Hub Birmingham (DHB) comprises a studio and office spaces, situated adjacent to the Birmingham Hippodrome, with an aim to support the development of dance and the dance sector in all its diversity. An agreement has recently been reached for Birmingham Royal Ballet's Learning and Participation team to share office space at DHB with One Dance UK. Dance Co-operative Birmingham will also be making DHB its base.

BRB will soon be taking on management of the space on behalf of Dance Hub Birmingham and to facilitate this is creating a new role of Dance Hub Birmingham Coordinator. The role will oversee the use and hire of DHB, working to provide a positive experience for all and supporting future sustainability of the space for the benefit of the wider dance sector, including the independent sector and other stakeholders.

Overall purpose of role

The Dance Hub Birmingham (DHB) Coordinator acts as the 'front person' and main point of contact for bookers and users of the facility (including its resident organisations), dealing with enquiries and issues, implementing effective administrative systems and ensuring that the facilities are well maintained.

They also work with colleagues to coordinate external bookings of Birmingham Royal Ballet's (BRB's) studios and provide support for the company's activities.

Main roles & responsibilities

Establish and implement effective mechanisms for the scheduling and booking of DHB's studios and meeting room.

Undertake day-to-day administration, planning, processing of payments and budget monitoring.

Be the first/main point of contact for enquiries about DHB use.

Act as 'Front of House' manager for DHB, welcoming users and ensuring health & safety and evacuation protocols are communicated and implemented.

Contribute to activity to raise awareness of DHB's purpose and promote it as a space available for booking.

Coordinate the work of relevant colleagues to ensure that DHB facilities are fit for purpose and well maintained.

Maintain positive relationships and ongoing communication with DHB's 'resident' organisations.

Act as an ambassador for BRB and DHB, promoting a welcoming, inclusive environment and reflecting BRB's values and commitment to Equity, Diversity and Inclusion.

Liaise closely with BRB Company Management to schedule and coordinate external bookings and usage of BRB's studios.

Undertake other duties to support BRB's activities as required.

Qualifications/Training

Good standards of education i.e. the equivalent of 5 GCSEs including Maths and English

Experience/Knowledge

Experience of frontline reception or public-facing work and proven track record of providing exceptional customer service.

Experience of working with and formulating spreadsheets to manage tasks and schedules.

Experience of administering programmes and budgets.

Experience of coordinating and/or liaising with multiple partners.

Familiarity with office procedures.

Desirable:

Experience of working with online booking/scheduling systems.

Experience and/or knowledge of Health & Safety processes.

Skills and Abilities

Ability to work both autonomously and as an effective member of a team, and to organise own workload to ensure the smooth running of Dance Hub's studio, reception and meeting rooms.

Ability to work well under pressure, co-ordinate and prioritise tasks, and manage time effectively.

Keen attention to detail to ensure accuracy in handling administrative tasks.

Good written and oral communication skills.

Excellent telephone, online and in-person manner, with an ability to communicate and collaborate with people from a wide range of backgrounds.

Strong IT skills (MS Office, Outlook, Teams, Excel, Word) and willingness to learn new IT packages.

Ability to demonstrate discretion and maintain confidentiality when handling sensitive information.

Qualities

Self-motivated, consistent, and committed to achieving goals.

Creative and flexible approach to problem-solving, with ability to resolve issues independently or escalate them appropriately.

Cooperative and willing to adapt to changes in responsibilities and work environments.

Strong commitment to equity, diversity and inclusion.

Desirable:

Interest in and knowledge of dance.

The post holder will be required to undertake a DBS check

This job description reflects the current situation. It does not preclude change or development that might

be required in the future.