

## JOB DESCRIPTION - BUSINESS SUPPORT APPRENTICE (Level 3)

Job Title	Business Support Apprentice
Job Location	Based in our office in Stanhope, County Durham.  With the occasional need for travel (including overnight), by agreement with your line manager.
Key Internal Relationships	The Association for Cultural Enterprises Team including staff, trustees, freelancers and other internal colleagues.  The role will be line managed by: Julia Heppell – Membership & Events Coordinator
Key External Relationships	Members and associated members of The Association for Cultural Enterprises as well as suppliers, contractors and other individuals, groups and organisations we work with.

### About Us

We are a registered charity (The Association for Cultural Enterprises), whose aim is “to provide education and training for all its members and the general public on commerce in the cultural and heritage sector; and to promote the voluntary sector for the benefit of the public by assisting voluntary organisations and charities to maximise their revenue by providing a forum for sharing information and ideas on commerce in the cultural and heritage sector”.

With more than 550 member organisations (mainly in the UK but some in Europe and worldwide) we help the cultural sector to learn and share ways to better generate earned income through entrepreneurial activity - retail, venue hire, picture libraries, publishing, catering, experiences, ticketing and more.

We provide training and education within our flagship Cultural Enterprise Academy as well as hosting and organising a busy annual programme of conferences, face-to-face masterclasses, study days, awards (which celebrates creativity, innovation and talent in the sector) and tradeshow.

We also have a trading arm – Cultural Enterprises (Trading) Limited – to help us deliver our ambitious plan of events each year.

## About the role

This role puts you at the heart of The Association for Cultural Enterprises as we work to support our members and enhance the impact of the overall sector.

You'll be working with and learning from our small and professional staff team to assist them in their day to day work by providing administrative support. This will involve supporting Event Management to deliver our ambitious annual programme of Events as well as supporting our members to access our unique training programmes and delivering other membership support. As a result, there will be great variety within the role, all of which you'll learn on the job with support from our fantastic team.

## About you

We're looking for someone who enjoys meeting and dealing with a wide range of people and organisations, as well as having strong focus and good attention to detail. A positive attitude is key to make the most of this unique learning opportunity by demonstrating a willingness to learn and support our work.

## You will have

- A professional attitude with the ability to communicate with a wide range of people both online, via the telephone and in person.
- A helpful and inquisitive nature - we're looking for someone that wants to develop new skills, try new things and help our staff team to support our members.
- Great time keeping skills with the ability to work on multiple tasks at once -including daily duties, one-off tasks and an eagerness to step-up to support our wider staff team where required.
- An ability to focus on delivery – even when things get a bit hectic! - as well as having an attention to detail – especially when supporting events and communicating with our members to ensure everything is accurate and correct.
- An interest in our vibrant cultural sector! Our members include museums, galleries, zoos, theatres and many more exciting organisations!
- Basic computer skills are a necessity for the role; you should also have the ability and interest to develop these skills.
- Whilst you don't need to be able to drive, you should consider how you would travel to our office in Stanhope, County Durham each day.
- You will also be occasionally required to travel elsewhere such as attending our events or visiting member organisations – which travel will be arranged by us.

## What you will do

You will work with our team to provide administrative support across all elements of our work including events management and membership engagement. Training and support will be provided throughout the apprenticeship to ensure you learn new skills

and gain practical experience. This will include providing support to the finance function; supporting our members in accessing our networking and training events. Here are some of the things you might be doing;

- Supporting the Association to deliver high quality events by monitoring bookings and ensuring that all relevant data is captured, cross-checked and recorded across our CRM/finance systems.
- Monitor payments for events and other services and chase up outstanding invoices by contacting the relevant person within a member organisation.
- Creating and printing resources for events such as badges, delegate lists etc.
- Communicating with our members such as sending email reminders for events, helping with evaluation (such as surveys after an event) and helping with enquiries, directing them to the relevant member of the team where required.
- Creating and sending invoices for our services including membership and events - checking the details on invoices are correct.
- Keeping our digital records up to date including collecting and collating membership information.
- Help our team to plan any travel and accommodation they may require including record keeping for finances.
- Attend monthly team meetings to learn more about our work and ways you can further support our team.

## Learning, Development and Progression

Training is a big part of what we do as an organisation and this apprenticeship will be no different. This is a hands-on role and you will get as much out of it, as you put in. We are a unique organisation and by working with us, you will have the opportunity to work with incredible individuals and organisations from across the cultural sector.

We will support you to progress within the sector by equipping you with valuable skills, knowledge and experience during the apprenticeship by;

- Supporting you to carry out tasks independently, with close support from our team.
- Exploring development opportunities during your time with us - using the apprenticeship framework to find new opportunities and learning experience for you.
- Ensuring you have the opportunity to attend our digital and onsite events, as well as visiting some of our membership organisations.
- Providing you access to our trustees who represent fantastic organisations across the sector including English Heritage, The Houses of Parliament and more!
- Promoting and documenting your work with us through our marketing and communications to assist in your personal development and encourage our members to support apprenticeship schemes.

All new appointments are subject to the receipt of satisfactory references, criminal conviction vetting clearance (if required of the role) and proof of eligibility to work in the UK.

[culturalenterprises.org.uk](http://culturalenterprises.org.uk)



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## CONTRACT TERMS - BUSINESS SUPPORT APPRENTICE (Level 3)

Contract Type	18 months, full time
Contract Hours	<p>35 hours per week, including 6 hours per week which you can dedicate to course work/attending college, working flexibly to accommodate both the needs of the business and the individuals who work for the association (including you!).</p> <p>From time to time you may be required to support our events that are being delivered outside the normal working week times. Although, this may mean some evening or weekend work is required - which we can discuss and mutually agree in advance – you will be required to attend our Annual Delegate Conference – normally held in February each year.</p> <p>We are flexible and accommodating, and working patterns can be discussed in an interview and/or with your line manager.</p>
Salary	<p>For the first year of your apprenticeship, your hourly rate will be £8 per hour (21+)</p> <p>Having successfully completed the first 12 months of your apprenticeship, you will be entitled to the full National Living Wage rate – currently £12.71 per hour, for the remaining 6 months of your apprenticeship (21+)</p>
Annual leave	We offer unlimited paid holidays, which means you have a minimum number of days plus bank and statutory holidays, this is stated in your employment contract, but there is no maximum number of holiday days.
Probation	This role is subject to a 6 week review process and 3 month probationary period.
Qualifications	<b>Clarify with Derwentside College (Laura Dale)</b>