

**CROMARTY ARTS TRUST**  
**BUSINESS AND OPERATIONS COORDINATOR**  
**FURTHER PARTICULARS**

**21 Hours per week for a salary of £17,472 per annum  
(full time equivalent £29,120 per annum)**

### About Cromarty Arts Trust

Cromarty Arts Trust (Reg Charity: SC003018) is a dynamic arts and education charity based in the Scottish Highlands. Through a year-round programme of live music, visual arts, creative workshops and artist residencies, we provide opportunities for people of all ages and backgrounds to experience and participate in the arts.

Our programme of events and activities is centred on three fine historic buildings which we restored and have operated over three decades for arts and educational use: the Stables (artist studios; main exhibition and event venue), the Old Brewery (accommodation for 22; dining facilities & public spaces for events, residential courses) and Ardyne (five en-suite bedrooms & communal kitchen).

Working across these unique venues, we welcome artists, audiences, participants and visitors from across Scotland and beyond. We are committed to making creativity accessible, supporting artistic development, and strengthening community wellbeing through the arts and education.

### The Role

Cromarty Arts Trust is seeking applications for the position of Business and Operations Coordinator.

This role will suit someone who lives locally, has excellent customer service skills and is highly organised. They will be a first point of contact for customers, organise staff rotas required for the delivery of the Trust's activities and services, and be responsible for ensuring the smooth day to day administration of the Trust's operations. The postholder will play a key role in maintaining and improving the Trust's administrative, financial and digital systems, identifying opportunities to streamline processes and support the organisation's continued development.

Working closely with the Arts Development Officer and Operations Supervisor (both part time) as part of a small team including a committed group of Trustees, the Business and Operations Coordinator will contribute to the successful delivery of Cromarty Arts Trust's diverse programme of performances, workshops, residencies and community activities and the use of its accommodation and facilities by other parties. Although the role is primarily office based, there will be opportunities to contribute to customer facing roles, meeting and greeting those delivering events or workshops or using the trusts accommodations.

## **Key Responsibilities**

The key responsibilities of the post include the following:

### **Customer Services**

- Reception / Meet and Greet
- Telephone / Email / In-person Enquiries
- Accommodation bookings
- Venue bookings
- Ticketing
- Visitor information

### **Administration**

- Rotas
- Office administration
- Filing
- Maintain digital records and reporting systems
- Database management
- Office systems
- Website updates
- Event paperwork

### **Finance Administration**

- Raise invoices
- Purchase ledger
- Creditors and debtors
- Maintain financial records using Xero
- Bank reconciliation
- Prepare payroll information for processing
- VAT information for submission
- Prepare monthly financial reports and management information

### **General**

- Undertaking other relevant duties as required to support the successful operation of the Trust.

## **Requirements of Successful Candidate**

### **Essential**

1. Experience of delivering high quality, customer service
2. Excellent organisational and administrative skills and the ability to set and manage own workload
3. Excellent verbal and written communication skills
4. Excellent IT skills, including Microsoft 365 and cloud based administrative systems
5. Flexibility and ability to work some irregular hours, as required

6. Ability to work independently and prioritise competing demands
7. If living outside Cromarty: a valid driving licence and access to a vehicle
8. Initiative, energy and enthusiasm; someone who is happy to work in a small team and is willing to roll sleeves up

### **Desirable**

9. Experience of working within a community and engaging with people of all ages and backgrounds
10. Experience of bookkeeping, financial administration and accounting software (preferably Xero)
11. Experience of event administration, hospitality or venue operations
12. Experience of CRM and database management systems (for example Airtable)
13. Experience of managing annual budgets
14. Understanding and awareness of the Arts 'scene' in the Highlands and beyond.

### **General Conditions**

1. The Business and Operations Coordinator will be an employee of the Trust and will work 21 hours per week for an annual salary (paid monthly) of £ 17,472 (FTE: £ 29,120 per annum).
2. There will be an initial three months' probation period.
3. The holiday year runs from 1 August to 31 July (our financial year and the annual holiday entitlement is 17 days (FTE: 5.6 weeks paid holiday) of which 4 days will be taken during the Christmas and New Year period.
4. The Business and Operations Coordinator will be included in the auto-enrolment pension scheme. Under this the Trust will make pension payments equivalent to 3% of qualifying earnings, the employee will contribute 5% of their qualifying earnings, and the government will add tax relief. For further details see, <https://www.moneyhelper.org.uk/en/pensions-and-retirement>
5. The Business and Operations Coordinator will report to the Arts Development Officer or such other line manager as determined by the Trustees. Normal working hours will be agreed with the Arts Development Officer to meet operational requirements. Flexibility will occasionally be required to support evening and weekend events.
6. The Business and Operations Coordinator will work closely with the Trust's Arts Development Officer and Operations Supervisor and will attend weekly staff meetings in connection with the regular day-to-day operations of the Trust
7. The job is based in Cromarty at the Trust's office in Bank Street. Someone living outside Cromarty will need their own transport.
8. A condition of employment will be that the successful candidate will successfully complete an enhanced PVG / Disclosure Scotland application and thereafter remain a scheme member.

The Cromarty Arts Trust is an equal opportunities employer