



## **JOB DESCRIPTION & PERSONAL SPECIFICATION: ADMINISTRATION MANAGER**

**Post Title:** Administration Manager

**Contract Type:** Full-time, Permanent

**Salary:** £35,000 per year

**Responsible to:** Head of Operations

**Hours:** 37 Hours per week

**Location:** Redhills, Durham Miners Hall

**Probationary Period:** 6 Months

**Holiday:** 25 days pro rata, plus bank holidays

**Notice Period:** Prior to end of probationary period: 1 week

Following completion of probationary period: 3 months

**DBS Check:** We welcome applications from people with diverse backgrounds and experiences. If you have an unspent criminal conviction, you must let us know when you apply. If appointed, you will need to complete an enhanced Disclosure and Barring Service (DBS) check (and renew it regularly). Having a criminal record does not automatically disqualify you from working with us. We will consider the nature of any conviction, when it happened, and how it relates to this role and our organisation. If you would like to discuss this before applying, please contact us.

**References and Right to Work:** Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

## ABOUT REDHILLS

The magnificent Redhills Miners Hall is Durham's other cathedral. It's a building in which community power literally changed Britain. **We believe it can do so again.**

It was here, in Redhills' unique Pitman's Parliament, that the collective strength of ordinary working people achieved the extraordinary. They built the forerunner of Britain's welfare state, transforming the health, education, housing and leisure of our working class communities. They built a self-made tradition and culture which bound the people of Durham together.



The Durham Miners Association has passed the stewardship of Redhills to a new charity, Redhills CIO, which is renewing the building and returning it to the communities whose values inspired it, whose resilience sustained it, and whose labour paid for it.

The building is a venue for cultural events, conferences, celebrations and exhibitions and offers an audio-visual guided tour. It has office space for local organisations. Redhills CIO is a not-for-profit charity but aims to generate enough income from activities in the building to be sustainable.

Beyond the building, Redhills CIO aims to revitalise coalfield communities by building and convening a network of powerful self-organised groups, with Redhills at its heart, that can build a solidarity economy that changes people's lives.

## OUR CAUSE

**We harness the power of the Durham Miners' living heritage to inspire and empower our coalfield communities to take collective action to change their own lives.**

## OUR 3 MISSIONS

### 1 > Build pride, confidence and hope

Re-establish Redhills as the focal point to celebrate the living heritage and culture of County Durham's coalfield communities.

### 2 > A community network and parliament

Convene a powerful network of self-organised groups to come together to solve shared problems by building a solidarity economy.

### 3 > A beacon for marginalised communities

Build a campus to foster social, economic and political education and prototype, study and disseminate ways to build the solidarity economy.



## PURPOSE OF THE POST

As Administration Manager, you will play a vital role in the day-to-day running of Redhills. You'll be the first point of contact for enquiries, manage our internal booking, membership database and IT systems, and provide administrative support to the Redhills team, Trustees, partners, and suppliers. Your work will help ensure we offer a smooth and professional service to everyone who uses our venue.

## DUTIES AND RESPONSIBILITIES OF THE ROLE

1. Respond to enquiries about events, programming, and hire via email, phone, in person, and social media.
2. Manage and update venue bookings using our diary and membership database systems.
3. Maintain filing systems and shared drives.
4. Liaise with partner organisations, suppliers, and stakeholders on events and projects.
5. Support the administration of event logistics, including Performing Rights Society reporting and contract and document management.
6. Assist with financial and budget tracking processes, working with the management team.
7. Help coordinate internal meetings, including scheduling and recording minutes where needed.
8. Promote a positive and inclusive workplace culture, valuing everyone's contributions.
9. Follow all Health & Safety procedures relevant to the role and the wider organisation.
10. Undertake any other reasonable duties in line with the level and scope of the role.

*This role includes some flexibility in working hours. We welcome conversations about working patterns at interview.*

## SUPPORT AND WORKPLACE ADJUSTMENTS

We are committed to making reasonable adjustments to support employees with disabilities or accessibility needs. This includes providing appropriate equipment, adaptations, or other workplace adjustments to enable staff to carry out their role effectively, in line with the Equality Act 2010.

## YOUR RESPONSIBILITIES

As part of your role at Redhills, you will:

- Champion fairness and inclusion, ensuring that all colleagues and visitors are treated with respect and given equal opportunities.
- Handle confidential information responsibly, following data protection policies and good practice.
- Follow health and safety policies, ensuring a safe working environment for yourself and others.
- Be open to learning and development, growing your skills and knowledge as part of your role.
- Help keep children and vulnerable adults safe, reporting any concerns to the appropriate service and following Redhills' safeguarding policies.

This job description provides a general outline of your responsibilities. These may change over time, but any adjustments will reflect the nature and level of the role.

This role will require some weekend, evening and flexible working to work with communities and facilitate and take part in events.

# PERSONAL SPECIFICATION

## Essential Skills and Experience

- ✓ Experience working in a customer-facing or administrative role.
- ✓ Strong organisational and scheduling skills, including diary management.
- ✓ Clear written and verbal communication.
- ✓ Ability to prioritise and manage a varied workload.
- ✓ Competent IT skills, including Microsoft Office and Google Suite.
- ✓ Ability to develop positive working relationships with staff, partners, and stakeholders.
- ✓ Flexible, collaborative, and calm under pressure.
- ✓ Commitment to inclusion, accessibility, and high-quality service.

## Desirable Skills and Experience

- + Experience working in a public venue, charity, or community setting.
- + Experience using membership database and booking systems.
- + Knowledge of social media platforms (Facebook, Instagram, X).
- + Interest in heritage, culture, or community-led activity.
- + Familiarity with Performing Rights Society, financial records, and/or project coordination.