

BAKER
RICHARDS

Research & Admin Assistant

Application Pack

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1 Introduction

1.1 About Baker Richards

Baker Richards (www.baker-richards.com) is a leading international provider of consulting services and software for the cultural sector. We work with arts and cultural organisations to help them achieve their commercial potential.

The company was founded by Tim Baker and Debbie Richards in 2003. The company started life as a consulting firm, but latterly we have begun developing software products to support organisations including the Revenue Management Application - www.RevenueManagementApplication.com and the Segmentation Engine – www.segmentationengine.com - a tool that makes it easy for organisations to understand their customer base.

Our clients include the British Film Institute, English Heritage, London Symphony Orchestra, Metropolitan Opera, National Galleries of Scotland, National Theatre, Royal Academy of Arts, Royal Danish Theatre, Royal Opera House, Royal Shakespeare Company, Shakespeare's Globe and the Zoological Society of London. For more information about our clients please visit our website: www.baker-richards.com/clients.

Our reputation for high quality products and services, and for delivering a quantifiable return on investment, is the result of our guiding principles:

- We are driven by adding value and delivering a return on investment for our clients.
- We are passionate about quality standards, including methodological rigour and obsession with detail.
- We believe in continually challenging ourselves and encouraging intellectual curiosity to develop our products and services.
- We work in partnership with our clients, combining our experience and expertise with their organisational knowledge to test interpretation, exchange ideas and evaluate options.
- We act with integrity – delivering results and keeping our promises.

1.2 About The Team

We are a small team, with a flat organisational structure and an open plan office. Although we notionally have two ‘divisions’ (consulting and products), we have full company meetings and everyone contributes in many different aspects of the company’s work. Each individual is given lots of responsibility and the opportunity to be self-directed in their day-to-day tasks. We also encourage people to grow and develop their roles within the company – for example, Claudine Gawin, David Reece and Jenny Scudamore all started with the company in different jobs from those they are performing now. You can find more about the team on our website here:

www.baker-richards.com/about-us.

Commitment earns respect in the company although we try to encourage work-life balance too! As a small company working in the not-for-profit sector, our resources are limited, but we aim to provide a stimulating, flexible working environment and a friendly atmosphere. The company is based in Orwell House on Cowley Road in Cambridge, adjacent to the Business Park and 10-15 minutes’ walk from Cambridge North railway station.

1.3 About This Role

This is a permanent, full-time position and more detail is given in the job description.

You will gradually embark on our research training programme. It is important to be aware that the highly specialised nature of our work means that initially you will spend a large part of your time learning and undertaking delegated work on projects for our clients. There will be lots of supervision during this period and gradually, as your skills develop, you will be given more responsibility. Please note that the role will include a significant amount of work in Microsoft Excel and Microsoft PowerPoint, including data coding and analysis. You will also have the opportunity to travel and attend client meetings.

You will undertake some delegated tasks on the admin side, although you will be given responsibility to plan and execute tasks in your own way. There is an opportunity to explore areas of interest and to develop professional knowledge and skills across a range of areas including administration and marketing, should you wish.

The post offers an insight into a range of arts organisations and the opportunity to learn more about the industry as a whole. Individuals performing a similar role to this in the past have gone on to develop their position within the company or to work in marketing, development and/or

programming roles in organisations including the Barbican, Film4, the London Philharmonic Orchestra, the Royal Albert Hall and the Southbank Centre.

There is a six-month probationary period, with one months' notice of termination required from either party, rising to two months after one year. Paid annual holiday entitlement is 20 days per annum plus all statutory/public holidays (usually 8 days per year) plus any Christmas office closure at the company's discretion. Holiday entitlement increases with length of service. The starting salary is £21,000 per annum. We would like the successful candidate to start as soon as possible (ideally October/November), but there is a small amount of flexibility around start date for the right candidate.

1.4 About You

We do not expect you to have prior experience of any of the specific tasks involved. We are looking for someone who is highly self-motivated, committed and who relishes responsibility. You *must* be highly numerate and a confident user of IT, with meticulous attention to detail. The ability to think logically and systematically is also essential.

You will have excellent organisational skills. Strong communication, interpersonal skills and discretion are pre-requisites. You will be smart, personable and confident and will also demonstrate a willingness to be flexible and 'muck-in'.

If you are keen to learn and think you would enjoy developing data and research skills, then this role could be for you.

2 Job Description

Main Purpose: To undertake client project work and perform other delegated tasks.

Reports to: David Reece

Although this job description provides a guide to duties please be aware that a high degree of flexibility is required.

Research

- Prepare data for analysis, including coding (e.g. identifying types of ticket discount or performance genre) in Excel and within the company's various software products.
- Undertake analysis of ticket sales and customer behaviour.
- Use internet/telephone research to undertake client competitor analysis and background research for projects.
- Assist with primary research, including online survey set-up and analysis as required.
- Prepare charts and slides in PowerPoint
- Use predictive models to forecast demand and income.
- Attend and participate in client meetings as appropriate.
- Support the research team as required.

Administration

- Provide support for promotional activity including producing website content as required.
- Be the second point of contact for the company and perform other general admin tasks, including deputising for the Administrator, as required.

3 Person Specification

3.1 Essential Skills

While learning opportunities will be provided, candidates invited to interview will have demonstrated the following essential skills, knowledge and experience:

- A confident user of IT (it is important to be aware that a significant amount of time will be spent working with programs like Microsoft Excel).
- An ability to think logically and systematically. This might be evidenced by analytical skills and/or evidence of applying a systematic approach.
- Impeccable and precise attention to detail.
- A high level of numeracy.
- Exceptional organisational skills including: self-starting, working calmly under pressure, juggling multiple priorities, meeting deadlines and undertaking projects under your own steam.
- Excellent interpersonal skills including discretion and a professional manner.
- Some personal or work experience in managing projects, people and/or budgets.
- You will be an articulate native or highly fluent English speaker, with excellent written and verbal communication skills.
- An active interest in and passion for the arts.

3.2 Desirable Skills

One or more of the following would be advantageous, but we do not expect any candidate to have all of these skills:

- Knowledge/experience using Excel, databases, box office systems, or similar.
- Some previous experience of administration e.g. working in an office environment.
- Experience or skills in research, data manipulation, data analysis or the presentation of data.
- Some knowledge/experience of content management systems and/or web design.

- Some knowledge of or understanding of the professional performing arts.
- Experience of undertaking an organisational or management role e.g. on a project.
- A full driving licence.

3.3 Personal characteristics

The successful candidate will demonstrate the following characteristics:

- An independent self-starter who relishes responsibility and uses initiative to solve problems.
- Confidence, with the ability to inspire trust.
- Commitment to excellence and a ‘can do’ attitude, including a willingness to ‘muck-in’.
- Highly intelligent, with an eagerness to learn and to ask questions.
- Enthusiasm and energy combined with a professional, personable and diplomatic manner.
- High standards of presentation.

4 How To Apply

If you decide to apply, the process is outlined below.

- Your application should include:
 - A Covering Letter (maximum 2 pages, addressed to Debbie Richards) which explains how your competencies and experience fit the job description and person specification.
 - A copy of your Curriculum Vitae.
 - A completed Applicant Details Form: this can be downloaded from <http://www.baker-richards.com/careers/>
 - Although it is not a compulsory part of your application, we would be grateful if you would also return a completed Monitoring Form in order to help us monitor our recruitment practice: this can be downloaded from <http://www.baker-richards.com/careers/> If you return the form with your application, we guarantee that it will be removed before your application is considered and that the details will be stored anonymously and the form itself will be deleted.
- You may apply by email c/o careers@baker-richards.com with the subject line “Research & Admin Assistant”. Please ensure that your attachments are in MS Word or PDF format. Alternatively, you may submit your application by post c/o Careers, Baker Richards, 14/15 Orwell House, Cowley Road, Cambridge, CB4 0PP.
- The deadline for applications is 2pm on Thursday 26th September with initial interviews scheduled to take place at Orwell House on Tuesday 1st October. If you are unable to attend on 1st October please indicate alternative availability on the Applicant Details Form (please note that there is no guarantee that we will be able to accommodate interviews on alternative dates). Reasonable travel expenses for interview attendance will be reimbursed.
- We regret that we will be unable to contact all unsuccessful applicants, so if you do not hear from us by Monday 7th October please assume that your application has been unsuccessful.
- The information you provide is used to assess your suitability for employment and we may use the contact details you provide to us to get in touch with you to progress your application for employment. For more information about how we process your Personal Data please see the privacy notice on our website – www.baker-richards.com