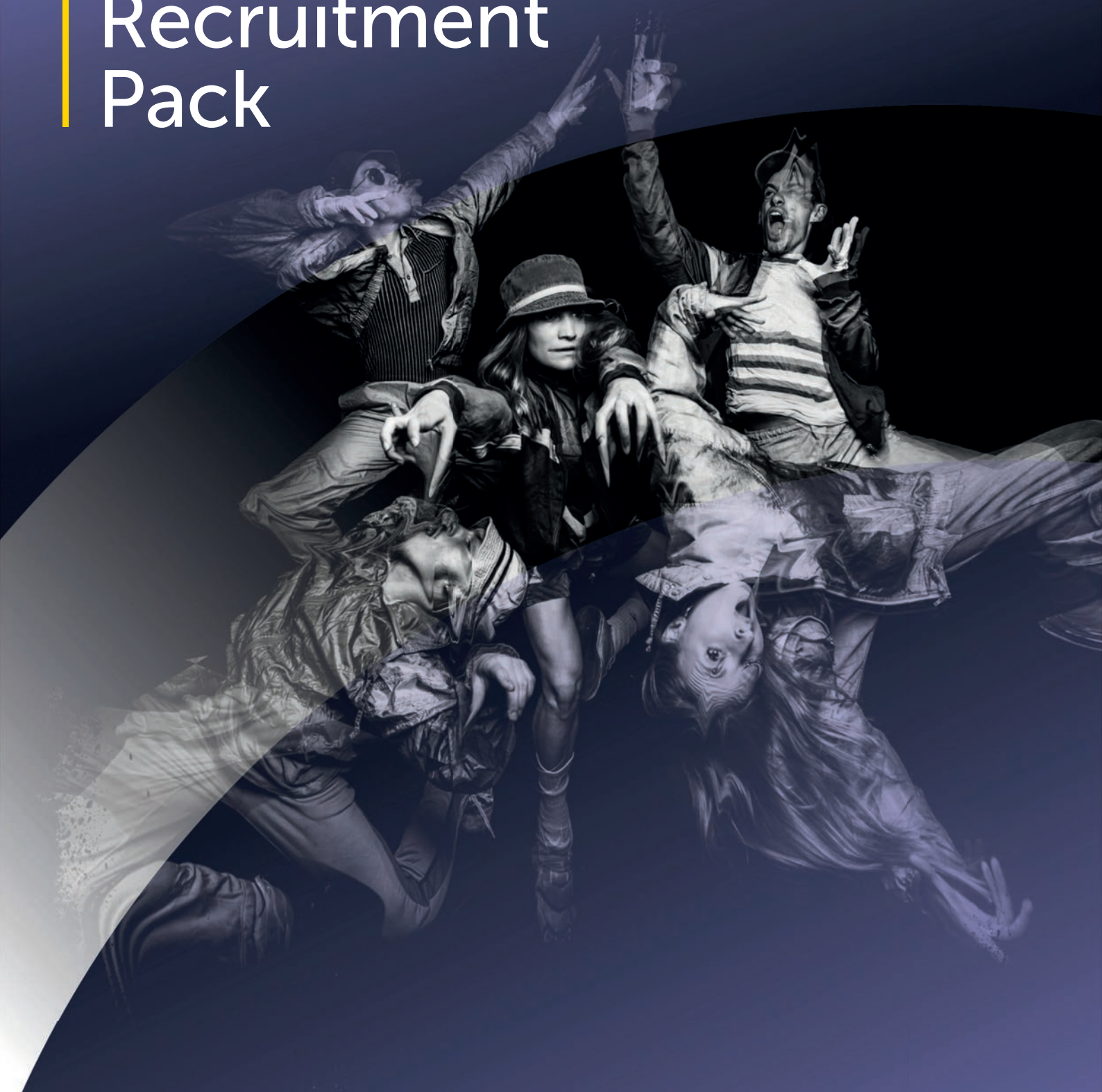


lighthouse

Arts & Entertainment | Poole

Recruitment Pack



FEBRUARY 2023

| Different every day

A welcome from the Chief Executive

Lighthouse plays a vital role in Poole and the South West as a nationally important cultural building where creative work is made, rehearsed, discussed, shared and presented and where many people get their first chance to experience live arts. Welcome to Lighthouse.

It goes without saying that success takes hard work, commitment, professionalism, integrity, innovation and creativity. We expect that from everyone and we all regularly go the extra mile to achieve this, regardless of what part we play. Everyone's role is vital to our success which comes when we apply our skills, talents and expertise to create a vibrant, exciting and innovative venue for our community.

We will strive to ensure that working at Lighthouse will give you a lively, interesting place to work, a venue where you can develop your experience and skills and an environment where you can be part of our special arts community.

A place where you can make a difference.

I wish you every success with your application.



Elspeth, Chief Executive Officer (CEO)



| Content

Your application	4
Our history	5
Looking to the future	6 - 7
Our values	8 - 9
Strategic priority	10 - 11
Our structure	12
Job description	13 -14
Person specification	15
Getting to Lighthouse	16

Your Application

Thank you for your interest in working at Lighthouse. We hope that this pack will provide information to assist you in completing your application. Please feel free to contact our Human Resources Team should you require any further information.

This pack contains:

- **Information on Lighthouse, Poole and Dorset**
- **Objectives**
- **Our Structure**
- **Job Description**
- **Person Specification**
- **Visit Lighthouse**

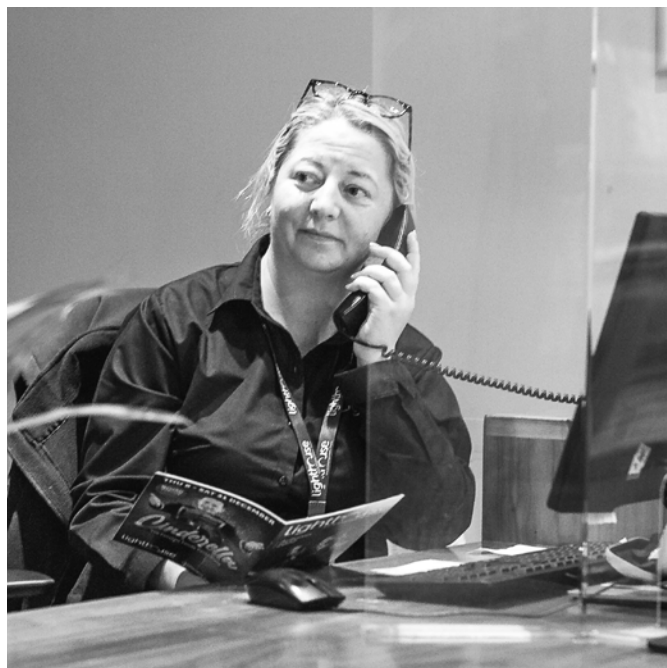
CONTACT

If you wish to discuss the role further contact the HR team on **01202 280000**.

APPLICATION PROCESS

For a full job description and to apply, please use the link on our website and remember to attach your current CV and a covering letter.

You will need to demonstrate how you meet the principal purpose and personal specification for the role. (Not more than 1500 words).



'The incredibly diverse range of productions on offer continues to delight – touring companies of all genres large and small; local amateur dramatic, dance and operatic societies; the intimate cinema offering independent, foreign and mainstream films; the world famous Bournemouth Symphony Orchestra, ... There's something for every taste imaginable.'

Lyn Glass, Donor

Our History



Lighthouse, Poole's Centre for the Arts started life as a big ambition to inject culture into the Poole community. 41 years later our big ambitions are still going strong. And we're just getting started.

Opened in 1978 as Poole Arts Centre, we were created in response to a lack of cultural facilities in South East Dorset. Conceived, designed and delivered by an ambitious local authority keen to invest in cultural provision for its community the Centre was unrivalled in the region for the opportunities it presented to experience such breadth and such quality all under one roof.

Poole Arts Trust was set up as a company limited by guarantee and registered as a charity with a board of voluntary directors to operate and manage the venue.

The trust was and still is linked to the Borough of Poole, (now BCP Council) through the provision of financial support.

In 1998 Lighthouse attracted its first revenue funding from Arts Council England and first started undertaking education work in order to increase its impact and value it added to the community.

Having celebrated its 21st year of operation in 1999 the venue underwent a £9.5 million transformation to bring the facilities up to date technically and to upgrade the public areas. Re-opened in October 2002, the centre was reborn as Lighthouse, Poole's Centre for the Arts.


During the summer of 2017 a programme of capital works has delivered a range of improvements across the building including the transformation of the Sherling Studio, the main entrance moved to a central position with clear glazing installed in the foyer, the creation of a new education and rehearsal space, upgrades to sound, light and digital technology, a new stage door entrance, updated dressing rooms, a Green Room and improved security.

'K.D. Lang in Poole. How lucky were we?. It was a fabulous concert, and the venue was extremely comfortable. Perfect for the occasion. Very helpful staff too. They also have a small gallery where I saw the exhibition "Moment", Dorset artist, Big, impressive paintings. Thought provoking.'

Trip Advisor



Lighthouse is proud to be the home venue of Bournemouth Symphony Orchestra.

 bournemouth
symphony orchestra

Looking to the future

Providing our community with a broad range of cultural experiences is at the heart of what we do. As one of the largest regional arts centres in the UK, Lighthouse plays a hugely important role in providing cultural opportunities for engagement with the live and digital arts for our local community.

2019/20 was proving to be one of our strongest years in recent times. Our programme had gone from strength to strength and our occupancy levels increased as audiences responded. Whilst 2020 was a challenging year, it is fortuitous that the preceding 11 months provided not only a unique and vibrant arts programme, but also a strong commercial return as various initiatives began to show positive results.

For the first time a three-year funding agreement is in place with BCP which emphasises their support for culture at the heart of the region enabling us to plan ahead with greater confidence. A strategic partnership to propel an ambitious cultural strategy for our region is being developed through BCP as part of the Cultural Compact.

During 2020/21 we received support from Arts Council England and DCMS via both the Emergency Response (ERF) and Cultural Recovery (CRF) Funds which is helping us to invest in and plan for our future.

By taking positive action along with forward planning we continue to realise our vision.



'Bournemouth, Christchurch and Poole councils have an exceptional track record of investing in art and culture, which can be seen through the superb range of creative work produced in the region...We're proud to be supporting this long-term vision for the new unitary authority and we look forward to seeing the recommendations made for the future prosperity of BCP.'

Darren Henley, Chief Executive, Arts Council England



Our values



INVESTORS
IN PEOPLE

Accredited
Until 2021

Over the course of 2019, Lighthouse held a series of workshops and meetings with staff to discuss the formation of new values and behaviours across the organisation.

This initiative came directly from our Investors in People assessment in the previous year. Staff had commented that the organisations values were too long and not memorable enough to be lived everyday at Lighthouse. The values have been integrated into all aspects of the organisation from human resources to customer service and training, in a transformational phase of the working culture at Lighthouse.



ASPIRATIONAL

We are up for it! We passionately believe in the power and the value of Lighthouse. We believe that bold, audacious arts can enrich and inspire the lives of our community through shared cultural experiences.

VALUE BEHAVIOURS

We are proud to be a role-model for Lighthouse.

We embrace change and push our boundaries as individuals and as an organisation.

WE DO NOT

Close our minds to new ideas or inflexible.

Be a roadblock to stop others developing new ideas or ways of working because "It's always been done that way."

WELCOMING

We welcome our staff, volunteers, artists, audiences, partners and our community into our work. We are friendly, inclusive and work together effectively and safely, ensuring that teamwork is at the heart of everything we do.

VALUE BEHAVIOURS

We ensure every interaction with our community is friendly and welcoming.

We lead by example and will be accountable for our actions.

WE DO NOT

Look to blame others, rather than learn and change.

Exclude, alienate or undermine others.

EXCELLENCE

Everything we do is of the absolute highest quality. We will strive to achieve excellence in every aspect of our work and how we deliver it.

VALUE BEHAVIOURS

We take pride in our building, each other and in the work we do.

We will meet and exceed expectations across all areas of Lighthouse.

WE DO NOT

Make do, rather than always seek to do better.

Do the minimum, leaving tasks half-finished for others to complete.



Strategic priority

STRATEGIC PRIORITY 1

Delivering a Wide-Ranging and Great Arts Programme

As one of the largest combined arts centres in the UK, Lighthouse is committed to maintaining a wide breadth of high-quality, professionally produced cultural experiences. There are four distinct auditoria within Lighthouse and an open-air amphitheatre space adjacent to the building which has been recently developed as our fifth auditorium to present live performance.

STRATEGIC PRIORITY 2

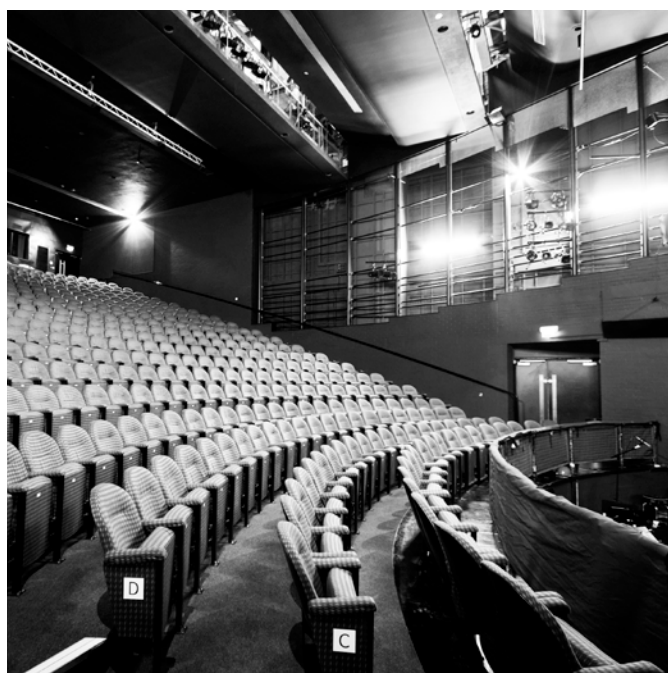
Transforming Through Digital

We will explore, and develop digital approaches to drive our growth, create efficiencies, find new ways of working, build seamless integration between systems that can talk to each other, continuously improve customer experiences, find new ways to connect with artists and audiences and develop new artistic.

STRATEGIC PRIORITY 3

Developing Creative People

Lighthouse Academy will bring together all facets of Lighthouse's artist development, professional development (including our staff), skills and training work to raise the profile of - and funding for - enhanced and expanded learning opportunities that will create jobs and enhance careers. Lighthouse's scale, breath of programming and location in BCP/South West creates a unique opportunity to impact positively on people at all stages of their careers.



STRATEGIC PRIORITY 4

Retaining, Building, Diversifying and Growing our Audiences

We aim to increase the number and /or frequency of attendance to achieve an annual increase in volume and demand and to increase our average annual ticket yield by at least inflation and capacity to 60% across the organisation.

Building positive perception and awareness of Lighthouse within and beyond the catchment and from diverse sections of our community will Improve our visibility, communication and interaction with our community, the national arts sector, customers and potential customers.

We will invest in audience research and analysis to deepen our understanding of our core audiences, their key motivations, and gain a deeper understanding of the drivers to attract new audiences.

STRATEGIC PRIORITY 5

Connecting With our Community

As an arts centre, Lighthouse provides opportunities for audiences to see entertaining, thought provoking and exciting performances, and also provides opportunities for people of all backgrounds within our community to explore, consider and develop careers in the creative industries. Collaborating with other organisations and arts providers, Lighthouse will deliver a range of programmes that support the industry to have a skilled workforce, especially in the Dorset and South-West region.

STRATEGIC PRIORITY 6

Improving Equality, Diversity & Inclusion

We aim to increase diversity and inclusion across the workforce, Board and Volunteers and develop and build on relationships with local groups and communities to support the work that Lighthouse delivers. We are aiming for 12 % of our team to be from a non-white ethnic background by the end of this planning cycle.

We are committed to ensuring that our arts programme represents the cultural diversity of the UK as a whole, notwithstanding the comparative levels of diversity in the region itself. 7% of our received work might be considered targeted for BAME audiences.

Strategic priority

STRATEGIC PRIORITY 7

Enabling Through Financial Resilience

Lighthouse will continue to exercise firm and detailed control on its finances to ensure that wherever possible funds are available to weather economic shocks, to allow the organisation to deliver on its strategic priorities, and to maintain the building and organisation in good health for this and future generations. This strategic priority applies to all areas of the organisation and due consideration of financial risk will be a key part of all our decision-making processes.

STRATEGIC PRIORITY 8

Increasing Fundraising and Commercial Income

We aim to increase fundraising from 2% to 5% of total income over the course of this business planning cycle. Over the period earned income is scheduled to increase in total by 11% but will maintain a steady level of 82% of total income throughout.

STRATEGIC PRIORITY 9

Delivering an Environmental Sustainability Strategy

The global environmental situation is of increasing concern and significance to the artistic community and we are conscious of our responsibility to play our part in addressing this.

Lighthouse will develop a comprehensive set of actions and targets that are informed by data analysis with a view to reducing our environmental impact and being sustainable in the future. Responding to the arts sectors programme/campaigns on the global environmental situation. Major projects will be planned sequentially over the course of the business plan with smaller projects delivered by other teams across Lighthouse.

STRATEGIC PRIORITY 10

Maintaining a World Class Facility

Over the coming period, we will work towards creating greater access and inclusivity for all across the building. We will continue to develop our building and external realm with a five-year plan in place to cover planned maintenance and capital improvements and investment in refurbishment.

Future larger capital developments will link with the cultural ambition for the region and the plans for regeneration in the town. Our ambition for Lighthouse is that it can become a 'destination venue' with benefit for employment and the local community, by virtue of the investment in placemaking the regeneration work would represent.

STRATEGIC PRIORITY 11

Supporting the Cultural Strategy of the Region

Lighthouse plays a vital part of the cultural economy of the BCP region as the largest regional arts centre in the UK. It sits as part of a group of innovative arts organisations and venues that together create a vibrant cultural offer for the residents, workers, and visitors to the region.

These and other national arts networks have supported each other significantly throughout the last 2 years and close and supportive partnership working has become an even more important trait of the regions cultural landscape. Collectively we will support the recovery of the BCP region and the national arts sector with the cultural programme we present and the connections we have with our communities.

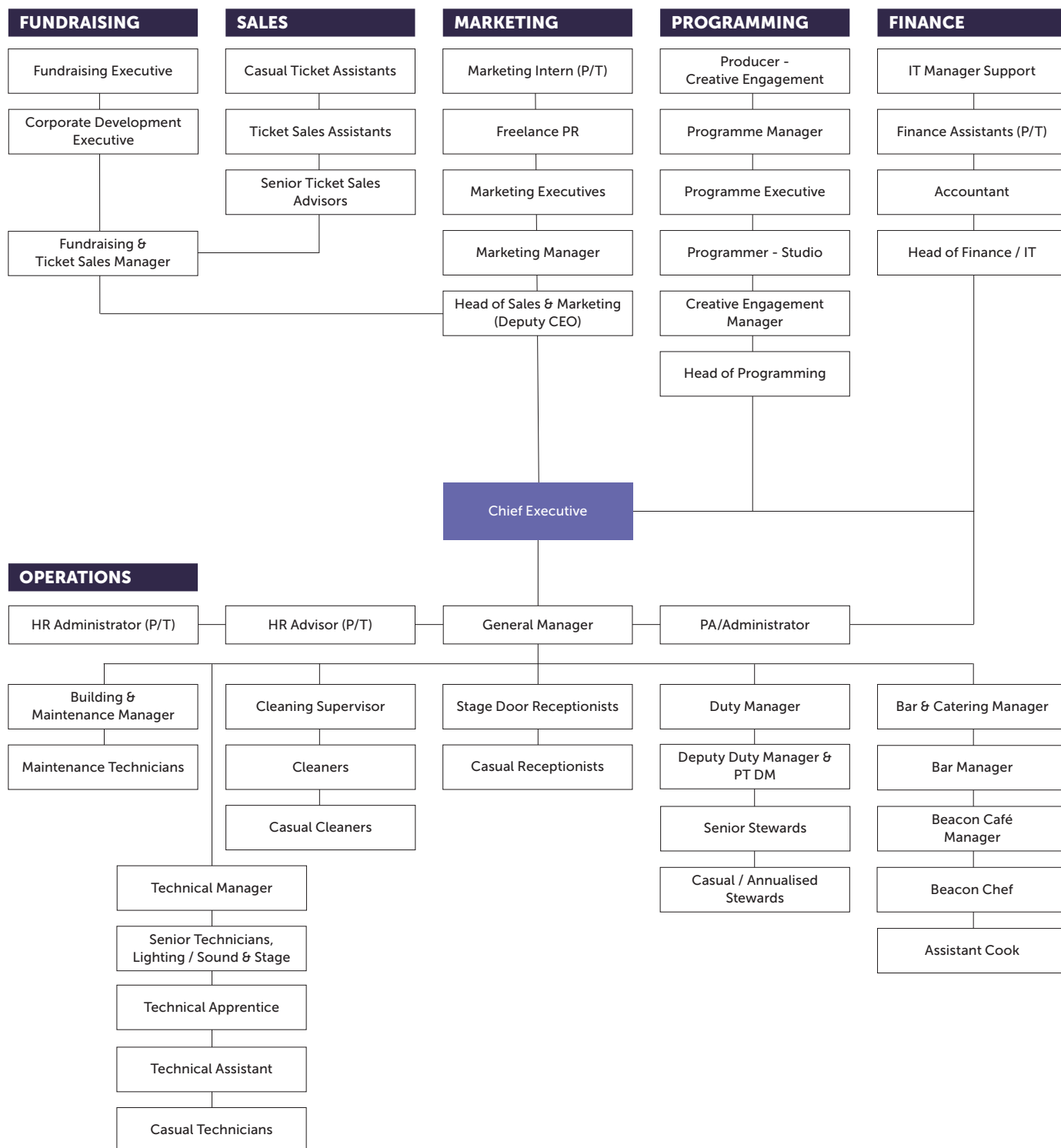
STRATEGIC PRIORITY 12

Building our Profile

We will increase the visibility and awareness of Lighthouse and enhance our capacity to effectively communicate the value of Lighthouse, its programme, and services in order to keep connected to our community, build audiences and drive ticket sales.

As a multi-function arts centre, it is vital we regard the whole picture to support the brand and create strong recognition and understanding of who we are to communicate our new business plan, rather than narrow our focus onto each individual activity. Our brand is shifting to being more about who we are and what we mean to audiences.

Our structure



Job description

ROLE

Personal Assistant to CEO

REPORTING TO

CEO

CONTRACT TYPE

Part-time (24 hrs p/w)

SALARY

£25,000pa pro-rata

PRINCIPAL PURPOSE OF THE ROLE

To provide full PA/ administrative support to the Chief Executive (CEO) being first point of contact and ensuring the smooth co-ordination of their working day. To support the administration of the Board and in particular the Chair and Finance Sub Committee. Supporting other members of the senior management team. Responsible for the management of administration office services.

MAIN RESPONSIBILITIES

- Providing day-to-day support to the CEO including organising diary, booking travel and accommodation, and arranging internal and external meetings as necessary.
- Coordinating and organising an effective administrative process for the work of the CEO.
- Preparing paperwork for internal and external meetings, liaising with internal and external colleagues as necessary, ensuring you sufficiently brief the CEO for their working day.
- Managing CEO emails and responding to correspondence and enquiries promptly and courteously and take accurate messages.
- Maintaining and accurately filing correspondence and documents.
- Welcoming guests and providing refreshments for visitors.
- Supporting the Senior Managers with admin assistance, including but not limited to producing contracts, schedules and coordination of meetings.
- Collaborating on internal arrangements for fundraising, events, press nights, and VIP Functions.
- Schedule, organise and minute other meetings as required.
- Organise meetings for the Board and Committees, coordinate agenda preparation, prepare, and distribute papers and take minutes.
- Manage all Board administration and inductions for new Trustees, including as required by the Chair.

Job description

GENERAL OFFICE ADMINISTRATION

- Maintain and manage the main office facilities ensuring that Health and Safety guidelines are strictly adhered to and ensure a professional and comfortable working environment is maintained, arranging for necessary repairs and improvements.
- Devise and maintain appropriate procedures and systems to ensure general administration is managed in a timely and effective manner whilst ensuring security and confidentiality of data.
- Establish good office practices documents for the organisation.
- Manage and maintain the central archive ensuring appropriate records are held in accordance with policy and that records are securely disposed of when applicable.

FINANCE & ADMINISTRATION

- Manage financial administration of CEO expenses.
- Recording office expenditure on and managing the budget for stationery and equipment supplies on spreadsheets.

COMMUNICATION

- To act as a key contact for staff, artists and companies visiting the venue both in advance and on the day of the performance, in collaboration with the programmers, ensuring a high-quality experience for artists, managements and promoters.
- Ensure good clear communication with all departments. Attending team briefings and other company meetings and events as requested.
- Maintain and develop good contacts and working relationships with colleagues, promoters, customers, contractors, suppliers, stakeholders, and external organisations in order to promote the value of the work we deliver.

HEALTH & SAFETY

- Ensure all staff working within the office are fully trained in safety procedures.
- Ensure all health and safety procedures are communicated effectively within the office environment.
- Adhere to health and safety legislation and Lighthouse's policies and procedures.
- To minimise the Lighthouse's environmental impact wherever possible adhering to and supporting its Sustainability Policy. To include recycling, switching off lights, computers and equipment when not in use. Helping to reduce paper waste by minimising printing/copying, reducing water usage and reporting faults and heating/cooling concerns

EQUALITY, DIVERSITY AND INCLUSION

- Embrace and promote equality, diversity, inclusion, and belonging with all aspects of work.

Person specification

EXPERIENCE AND KNOWLEDGE

- PA or secretarial experience for senior manager.
- Ability to devise, improve and maintain administrative systems, whether IT or paper based and management of records and filing systems and databases.
- Proven experience of minute taking and report writing.
- Excellent IT skills including Microsoft Office Word, Excel, Outlook, PowerPoint, databases, email management, diary booking software.
- Proofreading, copy editing and report writing skills.
- Evidence of higher education achievement (inc. English & Maths GCSE or equivalent passes).
- Organising own work and managing deadlines.
- Managing/ working with budgets.
- Knowledge & Passion for the Arts.

SKILLS

- Excellent communication and interpersonal skills with the ability to present information in a manner appropriate to the audience, draft correspondence, and email responses always exercising appropriate discretion.
- High standard English, spelling and grammar.
- High level of IT competency.
- Ability to work unsupervised and take responsibility.
- Ability to perform accurately under pressure, meet deadlines and make decisions.
- Excellent organisational skills.
- Adaptable and flexible in approach to work.
- Ability to analyse and use data and management information.
- Good influencing and negotiation skills and ability to build and maintain strong working relationships both internal and external colleagues and contacts.
- Able to identify confidential information and treat it appropriately.
- Pro-active, able to anticipate and diagnose needs/problems and find solutions.
- Strong time management with the ability to work autonomously on a range of projects/tasks and establish priorities.

Getting to Lighthouse

BY ROAD

From London - 2 hours

From Bristol - 1 hour 45 minutes

From Southampton - 40 minutes

From Bournemouth - 10 minutes

Travelling west on the M27 the road becomes the A31 bypassing Ringwood, Ferndown and Wimborne Minster. Remain on the bypass until reaching the roundabout junction signposted the A349 Poole town centre and ferry port.

Follow the A349 and ferry signs until reaching the roundabout signposted the A350 Poole town centre. This roundabout has the Poole Fairway marker buoy in the centre of it.

Turn left here onto the A350 (Holes Bay Road). Follow the dual carriage way which skirts the bay. At the next roundabout at the end of Holes Bay Rd turn left onto the flyover and move to the right hand lane. At the next roundabout turn right and within a minute you will see Lighthouse on your left.

CAR PARKS

There is plenty of car park space very close to Lighthouse. Parking is available at The Dolphin shopping centre multi-storey over the road from Lighthouse and the level access car park directly opposite. There is also a car park located at the Dolphin Swimming Centre next to Everyone Active, only a five minute walk away.

Disabled parking is available directly outside Lighthouse.

Limited staff parking is available within the artists car park.

BUSES

Lighthouse is opposite Poole bus station with an underpass or a level access crossing providing easy access across the road. South West Trains run a half hourly train service to Poole from London Waterloo with a journey time of around 2 hours.

AIRPORTS

Bournemouth International Airport is approx. 9.5 miles from Poole.

Southampton Airport Parkway is a 45 minute train journey direct to Poole rail station.

RAIL

Poole Railway Station is in the town centre a 5 minute walk from Lighthouse. Follow signs to 'Arts Centre' which take you through the shopping centre to the bus station. Lighthouse is opposite the bus station.

GOOGLE MAPS

[Click here](#) to view our location on Google Maps

ADDRESS

Lighthouse
21 Kingland Road
Poole
Dorset BH15 1UG

TELEPHONE NUMBER

01202 280000

WEBSITE

www.lighthousepoole.co.uk

FACEBOOK

[/lighthousepoole](#)

TWITTER

[@lighthousepoole](#)

Recruitment Pack

lighthouse
Arts & Entertainment | Poole

Concert hall

SUPPORTED BY



AFFILIATED WITH

Registered Number 1368325 | Charity Registration Number 275961

Registered and Principal Office Lighthouse, Poole's Centre for the Arts, Kingland Road, Poole, Dorset BH15 1UG

| Different every day