



**Tonic Theatre CIO**  
**Office Coordinator**  
April 2021

Tonic is recruiting for an Office Coordinator. We're looking for someone with excellent attention to detail, the ability to multi-task and work under their own initiative. The Office Coordinator will support our small but busy team across its broad range of training, consultancy, programmes and events as well as overseeing the day-to-day running of the office. This part-time role can be undertaken from our London office (once government restrictions are lifted) or remotely, depending on the successful candidate's preference.

### **About Tonic**

For ten years [Tonic](#) has been supporting arts and cultural organisations to achieve greater equality, diversity and inclusion through a combination of training, consultancy, research and cross-sector projects and programmes. The impact of our interventions, both on the organisations we have worked with and, by extension, the wider industry is palpable. We take a thoughtful, never tokenistic, approach to change, supporting organisations to understand the underlying causes of inequalities and then work with them to reimagine and redesign their working practices and structures so that they become more equitable. Focusing on empathy and emotion as much as systems and processes, we build collaborative and empowering relationships with the organisations we work with, and help them to understand how diversity is crucial to their success. All our work is driven by the firm belief that arts and culture improves people's lives, but will only be its best - and have the widest reach possible - if it is inclusive of the broadest range of talent. Since 2011 we have been infusing organisations across the UK and beyond with our enthusiasm and positivity about what a more equitable, diverse and inclusive sector could achieve.

Having initially been established in the theatre industry, the success of Tonic's approach saw demand for our work extend into other areas of the performing arts, particularly dance and opera. Today we continue to work extensively in these fields whilst also increasingly expanding into a range of other areas including music, heritage and museums, television drama and the wider cultural sector. When we began, Tonic's focus was purely targeted at improving the situation for women and girls in the theatre industry. While this remains an important aspect of what we do - as demonstrated through projects such as our [Platform](#) series, our [Empower](#) programme, and the [Tonic Awards](#) - we now look at equality, diversity and inclusion (EDI) more holistically. In particular, we are keen to take an intersectional approach so that our work supports organisations to create working practices and policies that are inclusive of **everyone**.

Tonic takes pride in working across the arts and cultural ecosystem. We work with venues, producers, commissioners, festivals, training and educational institutions, businesses in the arts 'supply chain', professional membership bodies, networks, and amateur and community groups. We've developed multi-year relationships with some of the biggest arts organisations in the country (such as the National Theatre, Royal Opera House, Royal Shakespeare Company, Sadler's Wells), work with micro-companies

operating on a hyper-local basis, and with organisations of all shapes and sizes in between. Through our [books](#), [online resources](#) and [industry-facing events](#), freelancers and others can engage in our work too.

### **Working at Tonic**

We are a small team. There are currently three of us each working four days per week:

Lucy Kerbel, Founder and Director

Helen Marriage, Commercial Manager

Fay Jennett, Delivery Lead

We are now looking to grow by bringing an Office Coordinator onto the team and are also in the process of recruiting for a second Delivery Lead.

In addition to the core team, Tonic works with a pool of [freelance associates](#) who deliver various parts of our work and have a highly-engaged [Board of Trustees](#).

Tonic is a charity and this influences how we conduct ourselves as an organisation. We pay our people fairly and we don't routinely ask them to go above and beyond their contracted hours because we recognise the value of making our team feel that they - and the balance of their lives outside of work - are respected. At the same time we seek to keep our services affordable to our clients (many of whom are charities or not-for-profits themselves) and so are always mindful of our outgoings and encourage all our people to work in efficient ways so that we can keep costs down. We generate the vast majority of our own income through the fees we charge and reinvest any surplus back into our change-making projects, especially those that support activity at grass roots level.

### **The impact of Covid-19 on Tonic**

Tonic has been incredibly busy throughout the pandemic. There has been a surge in demand for our work as organisations seek to use this period wisely, educating themselves and reviewing their working practices prior to reopening/resuming their full programmes of activity. As the sector emerges into a post-pandemic world, Tonic will be paying close attention to the developing needs of organisations so that we can best adapt and expand our existing programme to respond accordingly. We know that needs that were always there - such as establishing working practices that are conducive to, rather than undermining, good mental health - will be even more profound in the wake of Covid-19. Likewise, we recognise that the deepening of pre-existing societal inequalities will require sustained energy and ingenuity from the arts and cultural sector.

Our team is currently working from home although we plan to return to our London office once possible. All our training, facilitation and project work is currently being delivered digitally via live Zoom sessions. As government restrictions lift, we envisage a return to a greater proportion of in-person delivery. However, alongside our in-person work we plan to continue delivering some aspects of our work digitally in the long-term; as this has enabled us to increase our geographic reach and has made our work newly accessible to certain organisations and individuals.

*If you have any questions about working at Tonic relevant to your application, please contact Helen Marriage at [helen@tonictheatre.co.uk](mailto:helen@tonictheatre.co.uk)*

**Role: Office Coordinator****Reports to: Tonic Director, Lucy Kerbel****Key Duties and Responsibilities**

- Manage all the bookings for Tonic's training and consultancy programmes (both online and in-person sessions) including arranging pre-training phone calls, liaising with both clients and trainers on suitable dates/times, confirming all delivery schedules and assisting in video conferencing duties during training sessions.
- Manage the effective day-to-day running of the office including PA support for the Director and general organisational administration duties.
- Support the Director and Trustees with the charity's finances including raising and coding invoices and the monthly reconciliation of accounts.
- Undertake the administration of a range of Tonic projects, in conjunction with the Director, liaising with project partners, funders and stakeholders to ensure project success.
- Coordinate the organisation and promotion of a range of Tonic events, in conjunction with the Director and other members of the Tonic team.
- Manage and fulfil all online orders for our Platform plays.
- Develop and maintain relationships with Tonic supporters, stakeholders, and partners to ensure the success of the organisation.
- Represent Tonic with a high level of professionalism at all times and protect the brand and values of Tonic, keeping organisation information confidential.

**Personal specification - essential**

- Sympathetic to the charitable aims and ambitions of Tonic
- Excellent attention to detail and highly organised
- Excellent numeracy skills
- Exemplary communication skills; capable of liaising effectively and professionally across all levels of stakeholder
- Proficient and relaxed at multi-tasking and capable of working effectively across a range of priorities and outputs
- Good IT skills and knowledge of relevant software including Microsoft Office and Google Workspace
- Ability to work within a very small team
- Ability to work unsupervised and under own initiative
- Interested in working for an organisation with a change-making agenda and innovative approaches

**Personal specification - desired**

- Confident using social media
- Knowledge of database maintenance and accountancy software (eg: Xero)
- Experience of Wordpress
- An interest in the arts and culture

This job description is issued as a guideline to assist you in your duties, it is not exhaustive and we would be pleased to discuss any constructive comments you may have. Due to the evolving nature and changing demands of our charity this job description may be subject to change. You may, on occasion, be required to undertake additional or other duties within the context of this job description, and according to the needs of the organisation.

### **Terms and conditions**

**Part time:** Ideally four days a week but we are open to flexibility

**Hours of work:** 9.30am – 6pm, with occasional work outside these hours

**Salary:** £22,000 - £25,000 based on experience, per annum, pro rata'd to four days per week (calculates as £17,600 to £20,000 gross)

**Pension:** Tonic operates a pension scheme with NEST and makes employer contributions at 3%

**Annual Leave:** 25 days per year (pro rata'd to 20 days for a four days per week post), plus bank holidays and the three days between Christmas and New Year

**Probation Period:** 3 months

**Notice Period:** 6 weeks

**Place of work:** for the foreseeable future, as a result of Covid-19, the role will be undertaken remotely. Tonic will provide the successful candidate with the necessary IT and office equipment to ensure effective home working. Once government guidance permits, Tonic intends to return to offices in London. The successful candidate may wish to work exclusively from the Tonic office or to combine regular visits to the office with remote working.

*If you have any queries about access, flexibility, or the practical requirements of the role please contact Helen Marriage at [helen@tonictheatre.co.uk](mailto:helen@tonictheatre.co.uk).*

### **How to apply**

Applications should consist of:

- Covering letter (no longer than one side of A4) outlining why you are interested in applying for the role
- CV
- Equal Opportunities Monitoring Form. Please complete the form [here](#).

All applications should be submitted via email to: [info@tonictheatre.co.uk](mailto:info@tonictheatre.co.uk) with the subject heading 'OFFICE COORDINATOR'

If the application formats that we are providing don't work for you, please let us know by contacting us at [info@tonictheatre.co.uk](mailto:info@tonictheatre.co.uk) or 0207 452 3892.

### **Timeline**

Deadline for applications: 10am on Tuesday 4 May 2021