

Tonic  
Office Coordinator  
February 2024

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 and busy team across its broad range of projects, training, consultancy, and events as well as overseeing the day-to-day running of the office. This role is four days per week and is undertaken from our London office.

### About Tonic

[Tonic](#) takes pride in working across the arts and cultural ecosystem. Since 2011, we have been supporting the sector to achieve greater equality, diversity and inclusion (EDI) through a combination of [training](#), [consultancy](#), [publishing](#), [events](#) and [cross-sector projects and programmes](#). The impact of our interventions, both on the organisations we have worked with, and, by extension, the wider sector is palpable. We take a thoughtful, never tokenistic, intersectional 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 and individuals 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 improve 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.

We work with a huge variety of organisations from venues, producers, and commissioners to festivals, and educational institutions. Through our books, resources and industry-facing events, freelancers and others can engage in our work too. When we began, Tonic's focus was purely targeted at improving access and opportunity for women. While this remains an important aspect of what we do, we now look at equality, diversity and inclusion more holistically. In particular, we are keen to take an intersectional approach that supports people and organisations to create working practices and policies that are inclusive of **everyone**.

### Office Coordinator - Key Duties and Responsibilities

- **Manage the effective day-to-day running of the office, undertaking general organisational administration duties and maintaining Tonic's administrative systems**
  - Maintain Tonic's scheduling, project management and filing systems (utilising Microsoft Business Premium and Asana). Provide guidance and support for team members on utilising these systems and act as the first port of call for any matters arising in relation to them
  - Order stationary, office supplies and IT equipment
  - Be the main point of contact with our landlord, 198 Contemporary Arts and Learning

- Remain alert to ways in which the day-to-day requirements of the organisation may change as Tonic and its team continues to evolve and develop
- **Support the smooth-running of the organisation by providing administrative support for the wider team**
  - Take the lead in scheduling Tonic's regular online and in-person team meetings
  - Provide diary management support for Tonic's Director, scheduling meetings for her and undertaking some PA duties
  - Provide basic IT and technical support for colleagues (or seeking external expertise where more complex support is required)
  - Assist colleagues in producing resources for our workshops and sessions e.g. printing handouts, proof-reading documents and purchasing materials
  - Support the Events and Projects Coordinator by stepping in on her non-working days to respond to urgent incoming enquiries or administrative tasks that relate to Tonic projects and events
- **Oversee client bookings for Tonic training and consultancy**
  - Respond swiftly and concisely to enquiries from existing or potential new clients
  - Lead on every step of the booking process including: working with clients to schedule dates for sessions; booking travel and accommodation for Tonic facilitators; drawing up booking agreements with clients; arranging room set-up for in-person sessions or providing Zoom links for online sessions; acting as the ongoing point of contact for all sessions; collating feedback and booking data after sessions have been completed.
  - Ensuring that sessions are scheduled in team members' calendars in such a way as to avoid clashes and with thoughtfulness around healthy balance in relation to their workloads.
  - Maintain records of previous and forthcoming bookings to enable Tonic to measure performance against KPIs and financial targets
- **Undertake basic bookkeeping and finance tasks**
  - Prepare and submit invoices
  - Reconcile bank account transactions on our bookkeeping package, Xero (full training will be given)
  - Process team members' expenses claims
  - Prepare figures regarding income and expenditure that the Director can use for reporting to the Board of Trustees and the Charity Commission
- **Schedule and attend quarterly Board meetings and write up minutes and actions**
- **Undertake any necessary updates to Tonic's website (in conjunction with the Events and Projects Coordinator) on Wordpress**

*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.*

#### **Personal specification - essential**

- Excellent attention to detail and highly organised
- Exemplary communication skills, both written and oral; 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
- Efficient problem-solving and troubleshooting skills
- Good IT skills and knowledge of relevant software including Microsoft Office
- Ability to work within a very small team
- Ability to work unsupervised, under own initiative, and to deadlines
- Sympathetic to the charitable aims and ambitions of Tonic

#### **Personal specification - desired**

- Experience of software packages Tonic currently uses: WordPress, Xero, Asana, Zoom
- Experience in customer service or in client-facing roles
- An interest in the arts and culture
- Engagement/interest in EDI

#### **Terms and conditions**

**Contract:** Permanent with a 3-month probation period

**Part time:** Four days a week

**Hours of work:** 9.30am – 6pm, including 1 hour unpaid for lunch, occasional work outside these hours

**Salary:** £27,295 per annum, pro rata'd to four days per week (calculates as £21,836 gross)

**Location:** Tonic's office, currently in Herne Hill, South London.

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

**Annual Leave:** 25 days per year plus bank holidays (pro rata'd) and the three days between Christmas and New Year

**Notice Period:** 2 months

**Reports to:** The Office Coordinator currently reports to Tonic's Director. We are in the process of recruiting for a Head of Operations and it is envisaged that when they are in post, they will take over the line management of the Office Coordinator.

## Working at Tonic

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.

We are a team of seven, all working three or four days per week. In terms of location, some members of the team are based in our London office. Others work remotely with regular trips to London to visit the office. We do understand that some candidates may welcome further information about what could be possible regarding flexibility and location before deciding whether to apply. In this case they should feel free to send any queries to Rodrigo Araújo at the email address below.

*If you have any queries about access, flexibility, or the practical requirements of the role please contact Rodrigo Araújo at [rodrigo@tonictheatre.co.uk](mailto:rodrigo@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 and your relevant skills and experience.
- CV
- Equal Opportunities Monitoring Form. Please complete the form [here](#).

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

## Timeline

Deadline for applications: 9.00am, Tuesday 19<sup>th</sup> March 2024

The first round of interviews will take place on Zoom on Monday 25<sup>th</sup> and Tuesday 26<sup>th</sup> March 2024. The second round of interviews will take place in person in London w/c 1<sup>st</sup> April and w/c 8<sup>th</sup> April. (We appreciate this is the school Easter holiday. If you have concerns about your availability in these weeks, please mention this in your application).

Ideal start date: w/c 20<sup>th</sup> May 2024