Creative Kernow

Recruitment Pack

Operations Coordinator

Creative Kernow

Creative Kernow is the development organisation for Cornwall and the Isles of Scilly's creative sector. Cornwall and the Isles of Scilly's creative sector is unique, extraordinary and full of potential. Our mission is to ensure it thrives, by strengthening its ecosystem, building its economic power, and enriching creative and cultural life. Our work spans the full breadth of the sector, from the infrastructure and networks that help creative people connect and grow, to business support, career pathways, and creative programmes that benefit communities across the region.

Creative Kernow is supported by Arts Council England as a National Portfolio Organisation and by Cornwall Council.

The role

This post is a fixed term maternity cover. It sits at the heart of the Operations team, working alongside the other Coordinators and reporting to the Operations Manager, you will jointly share responsibilities to support all areas of the wider Creative Kernow team.

The role will coordinate and support reception services at our Creative Hub, Krowji, and play a key role in ensuring that tenants and visitors receive a welcoming, professional, and high-quality experience. It will also provide essential administrative support across the organisation, helping to support out IT, HR and Governance functions, whilst taking a lead role in supporting Creative Kernow's Growth and Innovation team with the administration of their What's On website and guide and box office.

This is a full-time fixed term role based at our offices at Krowji. Due to the nature of the role, there will be a requirement to support events from time to time which take place in the evenings and sometimes at weekends.

The key tasks:

- Day-to-day support that keeps Creative Kernow running - ensuring staff across all three verticals are well-supported, well-supplied and able to focus on their work.

- Support the coordination and administration of our IT, HR and Governance functions and provide support as needed to our CEO and Director of Operations.

- Assist in ensuring a smooth, professional and welcoming reception service at Krowji - creating an excellent first impression for all visitors, a reliable point of contact for everyone on site and ensuring the tenant experience is kept to a high standard.

- Support Creative Kernow's Growth and Innovation team with the coordination of the Box Office and What's on website listings and quarterly What's On Guide production.

- Provide support to the Estates & Facilities Manager and Office Manager to ensure the Krowji site runs smoothly through effective communication, coordination and record-keeping.

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Role Details Job Title	Operations Coordinator (Internal and Governance) Fixed term Maternity Cover
Location	Krowji, Redruth, Cornwall TR15 3GE
Salary	£26,228
Hours	Full time in person Mon-Fri 09:00am -17:00am (Flexibility will be needed as there will be a requirement to work in the evenings and on weekends to support events)
Contract	Fixed term contract for 12 months
Reports to	Operations Manager
Deadline	Monday 2nd November
Interviews	Friday 6th November

What we're looking for

We are particularly interested in your skills, potential and experience rather than your formal qualifications. We are keen to hear from individuals who are eager to learn, develop their marketing and communications skills, and take on a varied range of detailed administrative and coordination tasks, including tenant liaison, compliance and governance as well as a desire to develop skills supporting the administration of the Box Office and What's On guides.

You will be someone who:

Essential

- Excellent communication skills, able to deal with a range of different audiences, both on the phone, by email and face to face
- Proven administration skills
- Excellent attention to detail
- Ability to work collaboratively and as part of a team
- Experience in a public facing environment
- Good time management with an ability to juggle multiple tasks
- IT literate with experience of Microsoft office
- A passion for the creative sector

Desirable

- Experience of social media platforms and posting

Equity & access

We welcome applications from all members of our communities. We operate under the principles of Equal Opportunity and are committed to equality of access regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability, income, education, religious beliefs or cultural heritage.

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How to apply

Please send the following to hr@creativekernow.org.uk with 'Operations Coordinator' in the subject line by 12pm 2nd November. Interviews will take place on 6th November.

- A personal statement (maximum 2 sides of A4 at 12pt) covering how your skills and experience meet the requirements of the role. You may alternatively submit a voice recording or a video of up to 5 minutes via WeTransfer.
- Your CV (maximum 3 pages)
- A completed equal opportunity monitoring form
- A completed GDPR candidate privacy form

A full job description is available on request

If you need support submitting in other formats, contact **hr@creativekernow.org.uk.**