



**ARVON**

**Administrator, Totleigh Barton (fixed-term maternity cover)**

**Information Pack  
July 2022**



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Dear Applicant,

Thank you for your interest in applying to be the Administrator (maternity cover) at Totleigh Barton.

Arvon is the UK's leading creative writing charity. We produce an annual programme of creative writing courses at three historic houses in Shropshire, Devon and Yorkshire, as well as an online programme of readings, masterclasses and courses through our online 'fourth house', Arvon at Home. Tutored by leading authors, our courses offer a powerful mix of workshops and individual tutorials, with time and space to write, free from the distractions of everyday life. Each year, over 40 of our courses are with vulnerable groups and schools, from young people who have experienced bullying to adults recovering from an addiction. We also work closely with teachers to support their professional development. To ensure our doors stay open to all, we rely on donations from charitable trusts and individuals.

Our writing houses are the heart of Arvon, where our inspirational work with writers happens. We are looking for a highly organised and self-motivated Administrator (maternity cover) at Totleigh Barton in Devon. Working as part of a small and friendly team, this person will be the first point of contact for members of the public, will handle enquiries and bookings, and keep the office running efficiently. The Administrator will report to the Director.

The documents accompanying this letter give you more information about the activities of the organisation. You are also strongly advised to visit our [website](#).

In the Information Pack you will find:

1. Job Description and Person Specification
2. Details of how to apply and the timetable
3. Arvon's vision and values

We warmly welcome applications from individuals who are from groups that are under-represented in the arts sector. If you have any questions about the role or the organisation, please call Mary Morris, Director, Totleigh Barton on 01409 231 338 or email [mary.morris@arvon.org](mailto:mary.morris@arvon.org)

Applications, consisting of a completed Application Form, Equal Opportunities Monitoring Form, an up-to-date CV and a personal statement, should be sent to Yvette Blackwood at [yvette.blackwood@arvon.org](mailto:yvette.blackwood@arvon.org) by 5pm on **Monday, 15<sup>th</sup> August 2022**. We will be holding interviews on **Thursday, 8<sup>th</sup> September**. We look forward to hearing from you.

With best wishes

Andrew Kidd  
Chief Executive



## Job Description and Person Specification

**Job title: Administrator, Totleigh Barton (fixed-term maternity cover)**

**Reports to: Director, Totleigh Barton**

**Location: Totleigh Barton, Sheepwash, Beaworthy, Devon EX21 5NS**

**Salary: £14,280 per annum (equivalent to a full time salary of £23,800 per annum, pro rata)**

**Hours: This post will be part time, 22.5 hours per week. The role is offered as a fixed-term contract for 6 months from November 2022. It may be subsequently extended for a further period of up to 6 months. There is no paid overtime. You will be expected to travel within the UK to visit our houses from time to time (usually twice a year).**

### **Purpose of the role:**

- To handle the administration of creative writing courses at Totleigh Barton, acting as the first line of contact with writers, teachers and course participants via phone, email and in person. Making all visitors feel welcomed and supported, aligning with Arvon's vision and charitable purpose.

### **Duties and Responsibilities**

- Acting as the first point of contact and source of information about the house and courses for members of the public and visiting groups. Dealing with enquiries and correspondence and, where appropriate, passing them on to the Director.
- Administering open course bookings, including advising prospective students and handling payments; allocating rooms; booking travel; maintaining waiting lists and dealing with cancellations.
- Assisting, and dealing with enquiries from, participants in person during the course as necessary; processing sales for the Totleigh gift shop.
- Keeping the office in good order and managing supplies.
- Assisting with the collection and processing of evaluation data.
- Administering school and partnership bookings: advising prospective groups; sending contracts, invoices and associated documents; ensuring necessary DBS checks are in place; collecting and handling payments; dealing with cancellations.
- Financial administration of Totleigh Barton with the support of the national Finance team, including handling income from course fees; maintaining financial record systems; banking cash and cheques; paying bills and invoices.
- Administering pre-course information and assisting with travel arrangements for visiting tutors and guest readers.
- Administering Arvon's bookings and contacts database to maintain accurate records of courses,

participants, and contact details, and providing reports to colleagues at the house and National office as required.

- Assisting with ad hoc regional/local marketing of courses in conjunction with whole Arvon marketing strategy.
- Developing and maintaining an efficient filing and records system.
- Assisting colleagues with the day-to-day running of Tottleigh by responding flexibly to the needs of the house and undertaking routine practical tasks as required, including supporting the Director with the running of courses.
- Regular communication with all national staff and staff at other writing houses to share information and ideas, and working cooperatively with all other staff.
- Attending Arvon full-staff meetings and other meetings at other Arvon writing houses as required.
- Adhering to Arvon's procedures and national policies.
- Promoting and implementing Arvon's equal opportunities policy amongst staff and course participants.
- Undergoing training as required (including First Aid, Safeguarding and Fire Safety).
- Any other task that may reasonably be required by Arvon in order to meet the specific needs of the organisation.

## **PERSON SPECIFICATION**

### **Essential:**

1. Recent experience in an administrative position
2. Excellent time-management, organisational and administrative skills with a high level of attention to detail
3. A warm and professional manner, on the phone and in person, and excellent oral and written communication skills
4. Experience of planning and working to deadlines
5. The ability to show initiative and be resourceful while working alone and to work well as part of a busy, small team. To be flexible at all times and ready to report clearly to the wider organisation
6. Good IT skills, including Word, Excel, databases, Zoom, Teams, email and the internet
7. An understanding of and commitment to equal opportunities and disability access issues
8. Ability to live locally, within a 30-minute commute of Totleigh Barton

### **Desirable:**

1. Experience of bookkeeping and handling payments and basic financial records
2. Previous experience of working in an arts organisation
3. Educated to degree level
4. An interest in literature
5. Full clean driving licence

Arvon is committed to openness and equality of opportunity in every activity, from the way we employ staff to the way we deliver services. Arvon expects board members, managers, employees and contractors to ensure that every individual with whom we come into contact is treated with dignity and respect.

### **Additional terms and conditions**

**Holiday: 25 days per annum (plus bank holidays), pro rata**

**Pension: 5% employer contribution, minimum 3% employee contribution, after three months of employment.**

**Probation period: 13 weeks**

### **How to apply and timetable**

**How to apply:** please send your completed application form and CV together with a personal statement (1000 words max) explaining why you are interested, how you meet the Person Specification and what you will bring to the position of Administrator, Totleigh Barton (fixed-term maternity cover) to Yvette Blackwood, National Administrator, at [yvette.blackwood@arvon.org](mailto:yvette.blackwood@arvon.org).

**Please also submit a completed Equal Opportunities Monitoring Form.**

**Recruitment timetable:** Please ensure that you will be able to meet the application deadline and date for interview. If you have any concerns about this, please do let us know:

- Monday, 15<sup>th</sup> August: closing date for applications.
- Thursday, 8<sup>th</sup> September: interviews at Totleigh Barton.

We look forward to hearing from you and to receiving your application.



## Arvon's vision and values

### OUR VISION

We believe creative writing can change lives for the better. Creative writing allows us to harness our imagination and find our voice. It creates new possibilities, new ideas, new futures. It unlocks our potential, our empathy and our hope. And we're keen to share this opportunity for transformation with as many people as possible.

### WHAT WE DO

We produce residential and city-based creative writing courses and retreats for schools, groups and individuals, led by highly respected authors. Founded in 1968, we now have three writers' houses, in Devon, Shropshire and Yorkshire, and offer courses across a wide range of genres. We offer a home for the imagination, where anyone, regardless of writing experience, can step away from their normal routine, immerse themselves in the creative process, be inspired by experienced writers and release their imaginative potential.

### OUR VALUES

**Inclusive:** We believe everyone is creative. We create a space that is open to all, where anyone, regardless of writing experience, feels welcome and included as part of a community of writers.

**Inspiring:** Step away from the routine, be inspired by writers and our beautiful places and release your imaginative potential. Arvon is a place for contemplation, challenge and going beyond what you thought you were capable of achieving.

**Supportive:** Creative writing is a craft that can be learnt, through guidance from experts, and through the peer support that comes from creative friendships with fellow writers. At Arvon, writers teach writers, and everyone encourages each other to become a better writer.

**Transformative:** Immersing yourself in creative writing nourishes the imagination, can deepen the connection to self and to the world, and can lead to dramatic change and progress.

### EQUALITY

Arvon recognises the importance of understanding and removing barriers to engagement in the arts. Our national diversity is to be celebrated and this belief is reflected throughout all of Arvon's work and the belief that everyone can benefit from the transformative power of writing. Our definition of diversity encompasses race, ethnicity, faith, disability, age, gender, sexuality, class and economic disadvantage, and any social or institutional barriers that prevent people from creating, participating in or enjoying literature and the arts. We celebrate diversity, exploring all the artistic and creative opportunities it offers.

We welcome applications from a diverse mix of people. **Please download and complete the separate Application Form, Equal Opportunities Monitoring Form and Criminal Record Monitoring Form [here](#).** The monitoring forms won't form part of the decision-making process for this role but will enable us to monitor who is engaging with our vacancies and where we might want to take action to address underrepresentation in the future.