



Unit 316 The Custard Factory  
Gibb Street  
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Birmingham  
B9 4AA

**Person Specification:** Capsule Assistant (Freelance Position)

**The role:** The Capsule Assistant role is designed to support the organisation, working across Supersonic Festival and our live events programme.

For the company's **Supersonic Festival** (19-21 July 2019) s/he will support marketing and artist liaison and assist the logistical needs of the festival's performers. During the weekend itself this role will lead the festival's 'Market Place' with market traders, a small stage and workshop areas supported by a team of volunteers. This role will also be responsible for capturing live audience feedback and contributing to the various social media platforms. S/he will attend weekly meetings and prepare update reports on the week's work as well as present tasks for the upcoming week alerting the Executive Producer and wider festival team to any issues, as they arise.

S/he will support all aspects of the year-round live programme - **Supersonic Presents, Kids Gigs & Outlands work** - supporting the promotion, research, marketing, venue and artist liaison.

Day to day, s/he will provide essential administrative support to the company's Artistic Director and Executive Producer as well as attending meetings and events on behalf of Capsule. This role is not suitable for remote working.

We are a small but ambitious organisation. This role would be ideal for an emerging / early-career, freelance arts professional, keen to harness their knowledge and enthusiasm and develop their skills in both the promotion and production of live events within a highly creative and dynamic organisation.

**Responsible to:** Executive Producer

## **Responsibilities:**

### ***Support Supersonic Festival:***

- Work closely with the Festival Manager assisting with logistics and festival site setup
- Providing administrative, project and marketing support to effectively promote the workshops/talks and Marketplace
- Co-ordinating Marketplace activity; preparing and dressing space and scheduling arrivals/ set up and de-install
- Schedule and co-ordinate workshop/talks activity
- Work with volunteers to ensure smooth delivery of the festival
- Follow best practice within including statutory requirements for Health and Safety

### ***Marketing & Promotion:***

- Implementing all aspects of the marketing activity for Capsule's live events
- Ensuring the promotion of Capsule's live event through press and social media

### ***Programme, production & event management:***

- Support the Artistic Director in all aspects of the artistic programme
- Support the Executive Producer in all aspects of event management & logistics
- Lead on certain aspects of production and event management including the Market Place at Supersonic Festival
- Support administrative aspects of event logistics; liaising with artists and venues, accommodation, travel and catering etc
- Support with artist liaison; logistics for the artists' participation at Capsule's live events; hosting, refreshments, travel and accommodation etc.

### ***Evaluation & Monitoring:***

- Play a crucial role in gathering information from audience members face to face and online
- Report against your findings, compiling regular internal reporting / analysis documents
- Organise collected data in to documents used for internal and external evaluation and monitoring
- Contribute to evaluation reports for funders

### ***Administration:***

- Deal with daily email, over the phone and face to face enquiries on behalf of the Director and Executive Producer
- Ensure 'backend' files and systems (templates, images, marketing assets etc) are up to date and organised

And any extension of this specification to provide any other such services in pursuit of the overall objective as the Artistic Director of the organisation may from time to time reasonably propose.

### **Capsule Assistant - Person Specification:**

#### **It is essential that the s/he has/is:**

- Knowledge and interest in experimental music / arts, digital and live events.
- Worked within the arts, music, cultural or heritage sectors.
- Excellent communication skills, both written and oral.
- Good organisational skills, able to prioritise and problem solve.
- A good knowledge of photoshop.
- A good knowledge, experience and genuine enthusiasm for using social media platforms.
- Be resourceful, proactive, good initiative and can remain level headed under pressure.
- A self-starter, highly motivated, happy to hit the ground running.
- A proactive approach to networking.
- An interest in audience engagement and development.
- Ability to research and collate information.
- Can work well in both a team and independently as the role requires.
- Can deal with the varied pace of the organisation's workload – be organised and energetic during busy times as well as maintain pace and motivation during the organisation's quieter times.

#### **It is desirable that s/he has:**

- Experience using WordPress
- Links to local and/or national relevant networks and forums
- A knowledge of the arts infrastructure in the region
- Experience supporting fundraising activity
- Experience working as part of a small core team

#### **All Capsule staff are expected to be/have:**

- Team players
- Motivated and enthusiastic
- A flexible and pro-active approach to work
- A willingness to learn and develop
- Ability to manage own workload with minimal supervision
- Ability to remain calm under pressure
- Good time-keeping and attendance
- Warm and welcoming, contributing to a culture of inclusiveness and openness
- Approachable and communicate effectively using appropriate means in an effective manner
- Computer literate including possessing basic word processing and spreadsheet skills
- Able to take a pragmatic view on complex issues, working well with ambiguity and able to use sound judgement to make timely decisions