



SECTION 1: Key information

Job Title:	Knowledge Quarter Operations and Content Coordinator
Salary:	£29,172 per annum (pro rata 4 days per week) + benefits
Reports to:	Knowledge Quarter Chief Executive
Location:	London: British Library, St Pancras
Closing date:	10.00am Wednesday 23rd May 2018
Contract period:	12 months with job role review at end of contract

SECTION 2: About the Knowledge Quarter

The Knowledge Quarter (KQ) is a partnership of over 85 academic, cultural, research, scientific and media organisations located in a one-mile radius around King's Cross, Euston Road and Bloomsbury in London.

Collectively, the geographic area of the Knowledge Quarter contains possibly the greatest knowledge cluster anywhere in the world and is certainly the UK's largest innovation district.

The KQ's partners range from internationally significant research institutes to emerging organisations across all sectors. Partners include the British Museum, Central St Martins University of the Arts London, Google, the Digital Catapult, Wellcome Trust and the British Library. The partners might be vastly different, but we all share one common purpose: the creation and dissemination of knowledge.

Within the KQ, choreographers are meeting surgeons, biochemists meeting poets, activists meeting archivists. The more disparate the worlds, the deeper the connections that are being formed.

SECTION 3: Job description and person specification

Job purpose:

The role of Knowledge Quarter Operations and Content Coordinator is crucial for ensuring the smooth running of the Knowledge Quarter. The post-holder will support the Chief Executive in all areas of operations and project management activities. The post-holder will manage specific aspects of operations and administration around membership, finance, events, marketing and social media.

Key areas of responsibility

- To assist the Chief Executive and Advocacy and Communication Manager in the organisation of various Knowledge Quarter events as required, ensuring event activities operate efficiently and effectively.
- To manage and organise the office support for Knowledge Quarter activities, including day to day financial management (banking, expenses, invoicing, debt collection, reconciliation, and reporting).

- To schedule meetings and provide the secretariat for meetings as required, including paper circulation and minute taking.
- To support membership application administration, including keeping accurate records of decisions made and status of the membership, ensuring that membership renewals are sent and that subscriptions are received, also working with the Knowledge Quarter accountant and lawyer.
- To maintain and develop Knowledge Quarter website and social media content.
- To quickly and effectively handle and respond to any member (and other) problems and issues that may arise, this may include press liaison, membership enquiries and finance queries.

Main tasks

Operations

- To work closely with the Chief Executive to ensure the success of the Knowledge Quarter aims within time, budget, resource and quality control constraints and according to performance indicators.
- Organising Knowledge Quarter Board and Steering Group meetings including setting dates, researching venues, confirming attendees and circulating papers.
- Maintaining and developing contacts at all levels, including those at a senior level.
- Developing and drafting correspondence and mailings for the Chief Executive and Advocacy and Communications Manager.
- Gathering information on the Knowledge Quarter partners and managing the Knowledge Quarter contact databases.
- Calculating members' contributions each year, obtaining approval, and managing invoicing and payment of these fees.
- Managing purchase orders, quotes and financial reconciliation for the Knowledge Quarter.
- Requesting, collating and analysing data from a range of sources to support the work of the Chief Executive.
- Handling issues and queries from Knowledge Quarter colleagues, members, press and other interested parties via both telephone and email, and directing them as appropriate, using initiative and judgement to implement answers or to provide a recommendation

Communication and Website

- Maintaining the Knowledge Quarter website and updating it as necessary to ensure content is appropriate and up to date.
- Maintaining the Knowledge Quarter Knowledge Bank.
- Contributing to and sourcing of content appropriate for the Knowledge Quarter newsletter.

- Promoting the Knowledge Quarter's activities on social networking sites such as Facebook, LinkedIn and Twitter in an appropriate manner.
- Promoting Knowledge Quarter events through various external press, newsletters, websites, listings and advertisements.
- Managing Campaign Monitor for invitations to events and the distribution of the Knowledge Quarter Newsletter.

Project Support

- Providing general administrative support.
- Flexibility in attending events out of office hours.
- Participating in regular performance management reviews as necessary.
- Necessary confidence and judgement to be able to recommend courses of action, or suggest ideas to resolve problems.
- Expected to demonstrate a willingness to take on a range of tasks and to develop new skills, as appropriate, in own or other departments/directorates to support the delivery of the Knowledge Quarter as required by line management.

Minimum requirements (essential)

- Experience in a similar, multi stakeholder driven, project support role.
- Proficient and effective administration skills.
- Confident in creating and maintaining systems and procedures.
- Experience of implementing both events and communications strategies.
- Ability to work effectively alone, prioritise multiple tasks and manage time effectively to meet deadlines.
- Excellent written communication skills and ability to prepare concise and clear correspondence.
- Excellent verbal communication skills.
- Good IT skills including MS Office applications.
- Good numeracy skills.
- Diplomatic, tactful and confident personality
- Broad understanding and experience of working within a stakeholder environment and experience of working on cross-partnership projects.
- Willingness to work flexibly to meet project demands.

Additional requirements (desirable)

- Experience of administration within a membership organisation.
- Practical knowledge of Campaign Monitor.
- Web management and WordPress experience.
- Knowledge, understanding and appreciation of the local area.

Professional Competencies required for this role

- It is important that the post holder is able to manage the delivery of events and communications functions and add value within each discipline.

- MS Office skills.
- Financial and budgetary management.

SECTION 4: How to apply

Closing Date for Applications: 10.00am Wednesday 23rd May 2018

Interviews will take place the week beginning 4th June 2018

To apply please send:

- 1. A covering letter detailing your reasons for applying, together with your experience and abilities in relation to this role***
- 2. An up to date C.V***
- 3. An example of a piece of written work from your previous employment which should be no longer than one A4 page; this may be an article, minutes, a piece of coursework or blog post***

To Jodie Eastwood at jodie.eastwood@bl.uk or via post addressed to Knowledge Quarter, 96 Euston Road, London, NW1 2BD.

Please also indicate in your covering letter that if invited for interview, are there any special arrangements that you would like us to make for the interview?