



hoot
creative arts

join the
team

**Administration
Officer**

Being creative
makes you feel good

www.hootcreativearts.co.uk



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Hello!



We are pleased that you are interested in joining the team here at **hoot creative arts**.

hoot is an arts and mental health charity based in the town centre of Huddersfield, West Yorkshire. We deliver a range of creative activities that support people to take care of their mental health and wellbeing and discover how being creative makes us feel good.

Our delivery is co-produced with a range of groups and settings:

- Adult Mental Health services
- People living with dementia and their carer
- Adults with learning disabilities
- Children and young people using mental health services
- Specialist custodial settings
- Workplace wellbeing
- Older people's care homes
- End of life services
- Safe and secure digital platforms

hoot is an Arts Council England National Portfolio Organisation (NPO) and in 2020 was given the Health and Wellbeing lead for Kirklees Year of Music 2023. We are commissioned jointly by Kirklees Council and the NHS to provide a creative arts programme within the adult mental health service across Kirklees.



Music made by attendees of our commissioned programme's activities

"I am so glad i have found hoot as I have grown so much from coming to activities and getting the support from the staff"

hoot's history

hoot creative arts was founded in 2002 by two artists with a passion for music and dance and an inkling from their own lives that being creative might help maintain mental health and emotional wellbeing. Little did they know that **hoot** was part of a growing body of national and international practice and research that would see attitudes to Creative Health change radically over the next 20 years.

They called themselves **hoot**, because they had a laugh and made plenty of noise. 20 years on and **hoot's** weekly activities span Kirklees and as far beyond as Durham and Torquay.

hoot today

hoot is now led by CEO Gavin Clayton who was closely involved in establishing the national infrastructure and evidence base supporting Creative Health. The **hoot** team is made up of 12 staff members (plus freelance artists), many of whom have been here for 10+ years with a wealth of experience in the sector.

Application summary



How to apply

Please email a maximum two A4 sides in 12 point font (approx 900 words) in response to the job description and person specification – and in addition attach your CV to: info@hootcreativearts.co.uk with subject line: **hoot** – Administration Officer

Please include a [completed monitoring form](#) (click to download). This will be detached and not be seen by the shortlisting panel. Applications are anonymised as much as possible before the shortlisting process.

We encourage candidates to use AI responsibly – as a support tool, not a replacement for your own insight and input. Your submission must represent your own experience, achievements, and professional perspective and applications that appear to be entirely written by AI may not be considered.

Deadline: 12pm midday on Monday 4th May 2026.

Unfortunately we are unable to offer feedback to applicants who are not shortlisted.

Interviews: Thursday 14th May in central Huddersfield.

Start Date: We hope to get you started ASAP in May – June 2026.

Job title	Administration Officer
Salary	Pro rata of between £25,583 to £26,403 depending on experience.
Location	hoot creative arts , Bates Mill, Milford Street, Huddersfield HD1 3DX hoot operate an agile working policy. However, this post requires to work from the office. Occasional opportunities to work from home will be discussed with line manager and will be dependent on needs of the charity.
Hours	4 days/week, permanent dependent on project demands and funding. Flexible working can be discussed but there will be core hours needing to be covered through the week.

Reports to	Operations (Finance & Admin) Manager
Staff responsible for	None
Benefits	<ul style="list-style-type: none"> • Holiday entitlement dependent on contracted days pro rata • 5% Employer contribution to a workplace pension scheme • Westfield Health Employee Assistance programme Level 2 (once probationary period is complete) with circa £1000 of benefits available annually including dental, optical, alternative therapies and counselling. • Regular check in, supervision and appraisal with line manager at hoot • Flexible working arrangements • Work based IT equipment (PC or Apple) provided dependent on role



hoot is over 20 years old and poised at an exciting point in our journey with great potential to effect systems change within mental health / social care and the cultural ambitions of Kirklees.

This role is to provide a front of house reception service and a variety of practical administrative support to **hoot** staff and its projects. The role also includes handling sensitive and confidential information and answering sometimes delicate phone calls where people may be experiencing anxiety, worry, and sometimes mental and emotional distress. You will also be required to work collaboratively with colleagues to ensure the effective delivery of projects.

For an informal discussion about the post ring Laila Tanveer on 01484 516224 between Monday - Thursday, 9am - 4pm or email laila@hootcreativearts.co.uk.

Job Description



Office, Building & Project supplies/materials -
Ordering and managing stock and supplies of office related items such as:

- Stationery items
- Refreshments for meetings and delivery sessions
- Cleaning products
- Covid related supplies - LFT tests, masks, anti bacterial/viral gels etc
- Project specific supplies - arts materials, wires/instruments etc
- Marketing and promotional supplies - flyers etc
- First aid supplies

Premises & Equipment -

Overseeing a range of premise related tasks:

- Managing premises keys system - ensuring keys are correctly labelled and updating excel record
- Management of equipment list to ensure it is accurate and up to date for insurance purposes
- Managing IT equipment including 'booking out' system
- Arranging and facilitating PAT testing for all hoot equipment (annually)
- Researching and contacting suppliers for quotes when purchasing new items
- Ensuring premises are kept neat and tidy including reception and store rooms and overseeing the contracted cleaner
- Liaising with landlords to report issues or implement fixes relating to premises
- Ensuring Promotion unit in reception and any central display tables are kept tidy, re stocked and literature up to date.
- Recycling of items : ink toners, ink cartridges, batteries etc

Telephone System

Working with the Marketing and Communication team, to ensure:

- the correct ringing sequence is in place and changes made as and when additional handsets are added to the system.
- hoot pre-recorded messages are in place as required

Job Description



First point of contact/Reception

- Answering phones and doors: being able to respond to queries about a range of organisational and project topics from a range of individuals /stakeholders (participants, general public, volunteers, referrers, funders, commissioners, partner organisations etc)
 - This may include dealing clearly and sensitively if people are experiencing mental and emotional distress. We will ensure training and supervision is in place to support postholder with these occasional instances.
- Managing central email inbox and Voicemails. Forwarding emails/messages to relevant staff members.
- Recording messages/emails in the Customer Relation Management (CRM) database as required

Organisational Admin Support

- Managing the organisation's calendar set up and events including sending reminders to staff team.
- Providing admin support during recruitment of other vacancies (e.g paid staff, board of trustees, freelance artist call out etc).
- Supporting with the administrative tasks/timetabling associated with recruitment.
- Meetings – designated note taker, technical support and meeting manager e.g. recording the meeting and sharing the link after.
- Receiving and posting mail.
- Petty cash management– cash payments in person and monthly reconciliation.
- Manage the organisation's various online accounts (not financial).
- Undertaking a wide range of clerical tasks including word processing, spreadsheets, CRM data input, photocopying, and maintaining the filing system (physical and electronic), printing, and document shredding etc for hoot staff and projects.
- To arrange any hospitality requirements and meeting room facilities as and when requested by staff.
- Co-ordinating team wide and social activities, including away days, farewell and social events.
- Performing Enhanced DBS checks and ensuring staff check dates are up to date (training will be provided).

Job Description



IT support

- Basic troubleshooting with Windows, Apple, Printers and Adobe and core Microsoft 365 apps. An IT maintenance contract is in place for more technical issues.
- Building a library of How To instructional documents/videos on a range of topics for staff to use.
- Customer Relationship Management (CiviCRM) database: providing basic support to staff, entering data.

Basic Publicity support

- Support the Marketing and Communications team in the preparation of promotional materials for various purposes e.g. visitor packs, events materials.
- Assist in ensuring publicity and promotional materials are distributed to relevant audiences (this includes participants, health and social care professionals and referrers and other agencies that might be interested in hoot's work)

Other

- Undertake any other task, which from time to time may be required in support of the organisation aims and objectives.
- To always work within hoot's policies and procedures framework.
- To contribute to the organisation's commitment to action on Equality and Diversity and developing an ageless, neurodiversity and dementia friendly service.
- To attend and contribute to team meetings and the development of the artistic programme.
- To attend supervision/appraisal sessions with your Line Manager
- In consultation with your Line Manager, to take responsibility for your ongoing Creative and Professional Development needs



Person specification

Administration Officer



E= Essential D= Desirable

Criteria	Standard	E/D	Measure
Education	1. GCSEs (including Maths and English)	E	CV/A4 sides
	2. Some onward study or apprenticeship record	D	CV/A4 sides
	3. IT qualification (E.g. European Computer Driving Licence)	D	CV/A4 sides
Experience	1. Experience of administrative work in a busy office environment	E	Interview CV/A4 sides
	2. Using office software such as Microsoft office - MO365 (word processing, spread sheets), email, Microsoft Sharepoint, CRM database (or similar) and Microsoft Teams	E	Interview Exercise / Task CV/A4 sides
	3. Responding to queries and simple problem solving	E	Interview CV/A4 sides
	4. Troubleshooting a variety of devices including Windows, Apple and printer hardware	D	Interview CV/A4 sides
	5. Handling and forwarding confidential and sensitive queries from service users and referrers to appropriate staff	E	Interview CV/A4 sides
	6. Experience of developing and implementing admin processes	E	Interview CV/A4 sides

Person specification



Administration Officer

E= Essential D= Desirable

Criteria	Standard	E/D	Measure
Skills	1. Ability to demonstrate methodical, organised and flexible approach to work including ability to work under pressure to deadlines and to prioritise own workload	E	Interview CV/A4 sides
	2. Ability to work as part of a small team and independently	E	Interview CV/A4 sides
	3. Ability to work with and without direct supervision using own initiative and with attention to detail	E	Interview CV/A4 sides
	4. Ability to undertake a wide range of administrative tasks	E	Interview CV/A4 sides
	5. Strong interpersonal and customer focussed service skills with understanding of boundaries working	E	Interview CV/A4 sides
	6. Ability to maintain confidentiality	E	Interview CV/A4 sides
	7. Ability to adapt to changing demands and priorities	E	Interview CV/A4 sides
	8. Strong skills at working with other team members to problem solve and finding creative solutions	E	Interview CV/A4 sides

Person specification

Administration Officer



E= Essential D= Desirable

Criteria	Standard	E/D	Measure
Knowledge	<p>1.Understanding and compliance of equal opportunities, and other organisation policies including Health & Safety, Data Protection, Safeguarding.</p> <p>2.Understanding of how to use a range of IT software and systems.</p>	<p>E</p> <p>E</p>	<p>Interview CV/A4 sides</p> <p>Interview CV/A4 sides</p>
Attitudes, disposition and circumstances	<p>1.Insight and awareness around people with mental health needs.</p> <p>2.Commitment and ability to work in a way consistent with hoot's aims and objectives</p> <p>3.Ability to work calmly under pressure and multitask</p> <p>4.Ability to remain calm and deal with difficult conversations in a professional and positive manner</p>	<p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview CV/A4 sides</p> <p>Interview CV/A4 sides</p> <p>Interview CV/A4 sides</p> <p>Interview CV/A4 sides</p>

Safeguarding Statement and Pre-Employment Checks

At **hoot creative arts**, we work with people of all ages with a wide range of vulnerabilities and are fully committed to ensuring their safeguarding and welfare at all times, in line with our Safeguarding Policy and Procedures. All of our employees, contractors and volunteers will be expected to comply with the policy and procedures. Upon a conditional offer of appointment being made, all employees will also be required to satisfy our pre-employment screening process which for this position, will include:

- An identity check (photo ID)
- Receipt of two satisfactory references
- Documentary evidence of right to work in the UK
- A satisfactory Disclosure and Barring Service (DBS) check (for certain positions)

Inclusion, Diversity Equity & Equality in the Arts

IDEEA is at the heart of **hoot creative arts** vision for a world where everyone benefits from equal access to participate or deliver creative activities. [You can read our current approach on our website.](#)

Our organisational values underpin our equity, diversity, and inclusion commitments. It is only through promoting inclusion that we can truly embody its values of being people-focused and collaborative.

Being creative is a core value for **hoot creative arts** and we understand that having a diverse workforce drives innovation and creativity. As an organisation, we are committed to ensuring that individual contributions are encouraged and valued. We recognise the significant benefits that can be achieved from striving towards a workforce that represents our communities across Kirklees, West Yorkshire, the UK and further afield.

Please include a [completed monitoring form](#) with your submission. This will be detached and will not be seen by the shortlisting panel. The data is used for the sole purpose of monitoring our recruitment processes.

Good luck and we look forward to receiving your application.