Candidate Pack
PERSONAL ASSISTANT
“The Serpentine is set apart in the art world by its boldness and innovation. It takes on big ideas and makes them happen.”

Michael R. Bloomberg
Championing new ideas in contemporary art since 1970, the Serpentine has presented pioneering exhibitions for half a century from a wide range of emerging practitioners to the most internationally recognised artists of our time.

Across two sites only five minutes apart in London’s Kensington Gardens, the Serpentine presents a year-round, free programme of exhibitions, education, live events and technological innovation, in the park and beyond.

Proud to maintain free access for all visitors, the Serpentine reaches an exceptionally broad audience and maintains a deep connection with its local community.

Marking its 50th anniversary, the Serpentine looks to the future with a programme responding to the urgent issues of today. Key themes are: ecology and the climate emergency, equity and inclusion, education, architecture and the impact of digital and new technologies.

With the leadership of Bettina Korek our Chief Executive, and Hans Ulrich Obrist our Artistic Director, this is an exciting time to join the Serpentine. As a key member of the team, you’ll have the opportunity to work across a diverse team: from programming and communications to visitor experience, facilities, finance and HR.
We are looking for an enthusiastic, motivated and highly organised individual to assist in supporting our Artistic Director’s busy office.

As Personal Assistant you will play a dual role, primarily assisting drafting and approving communications from the Artistic Director’s office as well as providing additional support in researching and collating archive material and artistic portfolios. Working as part of a small team, you will provide dynamic and flexible support.

This is a unique opportunity to work closely with the Artistic Director and an interest in contemporary arts is highly desirable.

To succeed in the role you will have excellent communication skills and be confident with communicating at all levels.

In addition you will have experience of:

- Providing administrative support in a busy organisation
- Creating bodies of research particularly in the arts/cultural sector
- Experience using Microsoft Office applications

Serpentine has pledged to promote anti-racism in all our forms: the content of our programmes, the culture of our workplace, the diversity of our staff and the experiences of our audiences. Since 2020 we have been working with diversity and inclusion consultants who are leading a programme of change that involves staff and leadership at all levels of the organisation and will be sustained for the foreseeable future. We are committed to equity and inclusion because these values are right and just. We look forward to receiving applications from all and particularly those from under-represented groups as we embark on the next chapter of the Serpentine’s history.
JOB DESCRIPTION

Job Title: Personal Assistant to Artistic Director

Department: Executive Office

Main Purpose of Job: Provide dedicated support to the Artistic Director, primarily assisting in approving Serpentine communications and providing additional support in researching and collating material.

Reports to: Executive Assistant to Artistic Director

Liaises with: All levels of contact, internal and external.
**DUTIES**

**Main Duties**

• Monitor inbox, draft emails, letters and general correspondence

• Answer telephone calls, deal with enquiries and filter where necessary

• Manage the Artistic Director’s contact list and ensure details are up to date

• Manage the Invitation and RSVP Process for the Artistic Director

• Ensure all personal details are kept in line with the General Data Protection Regulation (GDPR)

• Welcome visitors to the Serpentine and ensure meetings are serviced appropriately

• Provide support and cover to the Executive Assistant to the Artistic Director, including diary management as required

• Book taxis and restaurants

• Assist in organising travel and preparing itineraries, arranging visas as appropriate

• Develop effective working relationships with key stakeholders and colleagues across the Serpentine

• Liaise with the Artistic Director’s private team as and when appropriate

• Coordinate expense claims

• Provide administrative assistance as appropriate

---

**Research**

• Source and collate preparatory materials for public events, panel discussions, interviews and talks

• Compile research packs and presentations, as directed

• Liaise with the Artistic Director’s private team to collate research and archive materials

• Work with the Programmes team to prepare research materials

• Attend Serpentine events and shadow the Artistic Director as necessary

**Other Duties**

• Maintain an up-to-date knowledge of current affairs within the art world

• Any other activities relevant to your role and are necessary for the smooth operation of the Executive team and its strategic objectives

• Adhere to and actively contribute to all Serpentine policies, including Dignity at Work and Health & Safety

• Actively support and demonstrate Serpentine’s commitment to becoming an organisation that embraces equity, diversity and inclusion
PERSON SPECIFICATION

You will have:

• Previous experience of administrative support in a busy organisation
• Experience in creating bodies of research particularly in the arts/cultural sector
• Excellent organisational skills, with the ability to manage priorities and think ahead
• Excellent communication skills, both verbal and written
• Ability to work effectively and calmly in a rapidly changing environment
• Confident in handling confidential information
• Ability to deal confidently and positively with all levels of staff and external contacts
• Ability to work as part of a team
• Knowledge of Microsoft Office packages
• Enthusiasm, interest and knowledge of Contemporary Art and the international arts/cultural sector
• Previous experience using databases (MailChimp and Salesforce in particular) would be an advantage
• International language skills, particularly French, German and Italian are highly desirable

This job description is a guide to the nature of the work required of the Personal Assistant and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and does not preclude change or development which may be required in the future.
Salary
The salary range is £23,000 to £26,000 per annum dependent on skills and experience.

Hours
Our normal office working hours are 10am to 6pm, Monday to Friday, although the jobholder will be expected, within reason, to work such hours outside these periods as are necessary for the proper fulfilment of the role. This role will work remotely in the first instance.

Duration of Appointment
This is a permanent position.

Probation
This appointment is subject to a probationary period.

Annual Leave
The annual leave entitlement is 25 days per annum rising to 30 days after 5 years’ service. In addition, staff receive 8 Bank Holidays per annum.

Pension
Participation in the Serpentine’s auto-enrolment pension scheme. You can opt out if you wish.

Other Benefits
After completion of your probationary period, we offer other benefits such as discount on certain products such Limited Editions; access to our employee assistance programme; season travel ticket loans and a Cycle2Work scheme.

Closing Date
The closing date for completed applications is 6pm Monday 5 April 2021.