



Business Support Executive Information Pack

April 2025



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Welcome

Dear candidate,

Thank you for your interest in joining our team. Below you will find some details on thrive and then what we are looking for in the person to fill this post.

If you have any specific questions after reading this information or want to know more about what the job is like, our CEO Fiona Bell would be happy to have a chat with you. You can contact Fiona at fiona@wewillthrive.co.uk.

We will hold an open day at our offices in the Crescent Arts Centre on **Wednesday 30th April 2025** between 16.00 and 18.00 for potential candidates to meet the team and hear more about the job. It is not mandatory to attend and it will not count as part of the shortlisting process, but will give you an insight into the organisation and what it is like to work at thrive.

Overview

Hello, we're Thrive - the research and evaluation people for arts and heritage.

We uncover the real relationship between art, policy, people, and place. Our work doesn't just capture numbers, it helps organisations and policymakers understand what those numbers mean and how to act on them. We created IMPACT, the first research of its kind to show who really attends the arts in Northern Ireland, and how that attendance brings economic and social value.

We offer accessible, practical help - whether free or budget-friendly - across research, evaluation, and marketing. Our team knows Northern Irish audiences inside out, and we're here to share that knowledge to drive real change in the sector. Because we believe that the future of arts and heritage depends on strong relationships with people. And the people here? They're not like anywhere else.

We are a team of 9 based in the Crescent Arts Centre in Belfast. We work hard and we are passionate about driving people-led change throughout the cultural sector. No two days in thrive are the same and that diversity of what we do and who we do it with makes for a busy and stimulating workplace.

The culture of our organisation is as important to us as the work we do. New ideas, open communication and a dedication to personal and professional development are values that we hold dear. We want to learn, improve, change and most importantly, have an impact.

Thrive is a sector support organisation. This means that we have 2 drivers for our work – delivering great work for individual clients and helping to develop the sector use of research

and data. We receive around 50% of our turnover from a grant from Arts Council of Northern Ireland and make up the remainder through service delivery for clients. We work with all art forms and types of organisations which gives us great insight into the whole sector and lots of relationships to maintain and build.

We offer flexible working, a company pension scheme, 25 days of annual leave and 11 statutory days, enhanced company sick pay and enhanced maternity/paternity leave. Plus, you get an extra day of annual leave for every year you work in thrive and a day off each year to celebrate your birthday. Our people are our biggest resource – and we spend a lot of time making sure our team is happy and confident. Within your role, you will have clear responsibilities and support to develop both professionally and personally. We encourage the team to join Boards of other cultural organisations or to get involved with sector initiatives even if not directly relevant to their role.

You also get to work in the Crescent Arts Centre in Belfast. Thrive are one of the Crescent's hub companies, so you get to work alongside fantastic people from all across the cultural sector and meet up every month for a catch up.

We are now looking for a new Business Support Executive. Every organisation needs someone who keeps the wheels oiled and moving. This role is for you if are a supreme organiser who can anticipate things and take the necessary actions to keep the organisation on track. A valued team member with a strategic eye, but an operational focus.

Role specification

This role is for you if:

- You find contentment in structure and process.
- You can see the end goal and plan realistically to meet it.
- You're not scared of things you don't know or haven't done before. In fact, you enjoy learning new things.
- You are comfortable with a spreadsheet and number crunching.
- You're comfortable with change and are able to think on your feet.
- You always want to find a more efficient way to do things and look at how technology could help.
- You enjoy working on your own initiative and appreciate flexibility and agency.
- You reflect and review to make things work better.

Job description

We will need you to:

1. Help thrive to function efficiently and effectively by putting in place processes and procedures to make sure we can deliver for clients and develop our team.
2. Maintain thrive's data collection system to evidence our impact.
3. Analyse performance data on quarterly basis and communicate to team.
4. Research and establish contracts with key suppliers ensuring best value.
5. Maintain all company records including HR records (leave, sickness absence, payroll etc.) and keep CEO apprised of any issues.
6. Keep across employment and other relevant legislation e.g. Employment legislation.

7. Support the CEO in preparing Board/sub-committee papers and meetings including minute taking.
8. Support the CEO fulfilling thrive's legal and operational compliance.
9. Support line managers in the recruitment, induction and development of new team members.
10. Support staff with national or international travel arrangements.

This is not an exhaustive list and we may require you to deliver other tasks from time to time to support the wider team.

Person specification

Essential criteria

- Experience of a similar role in a busy environment, dealing with multiple priorities.
- Excellent organisation and forward planning skills.
- Proficient at use of Excel for analysis.
- A logical and common-sense approach to prioritising projects across team members to meet company deadlines and expectations.
- Experience of supporting a Board or Board sub-committee.
- Experience of creating and reviewing organisational policies.

Desirable criteria

- Use of business automation to improve company.
- Use of project management systems e.g. Teams Planner.

Terms and conditions

The salary scale for this role is £25,000 to £30,000 (pro-rata). This scale provides the opportunity for development within the organisation. Starting salary for our ideal candidate will be determined by the level of experience they bring to the role in the outlined criteria, but the anticipated starting salary is the mid-point of the scale. This is a permanent role.

Thrive has a remuneration and reward process which will be outlined as part of the induction process. We offer flexible working, a company pension scheme with 5% employer contribution, enhanced maternity and paternity leave, enhanced sick pay, 25 days of annual leave and 11 statutory days.

You also get an extra day of annual leave for every year you work in thrive (up to a maximum of 5 days) and a day off each year to celebrate your birthday.

This is a part-time role, and you will work 2.5 days per week (18.75 hours), but there is some flexibility here and a contract for up to 3 days (21 hours) would be an option. Full time staff are office-based for at least 3 days, and this role will be expected to be office based for a similar amount of time on a pro rata basis.

Thrive will make sure that the successful candidate has the right to work in the UK. Any offer will be made subject to verification of right to work and obtaining positive references.

Referees will not be contacted until an offer of employment has been made.

Process

Download the application form on our website: <https://wewillthrive.co.uk/>

Please complete the application form and return to recruitment@wewillthrive.co.uk by **12pm on Tuesday 6th May 2025**.

Late or postal applications will not be accepted.

Applications will be acknowledged.

Blind shortlisting will take place on 7th May 2025. **The shortlisting panel will only see the criteria as addressed by each applicant.** The shortlisting panel will not be supplied with any information that can identify the applicant.

All applicants will receive a response after this first stage **on 7th May 2025**.

Those selected by the shortlisting panel will be asked to attend a first interview that will take place in-person at the Crescent Arts Centre or via Zoom on **Wednesday 14th May 2025**.

Should you not be able to attend interview on that date, **an alternative date will only be provided if the panel do not appoint following interviews on 14th May 2025.**

The first interview panel are:

- Fiona Bell, CEO, thrive
- Maurane Ramon, Head of Client Development, thrive
- Liz Byrne, Development Manager, Golden Thread Gallery

We will hold second interviews on Monday 19th May 2025.

The second interview panel are:

- Fiona Bell, CEO, thrive
- Aine McCarron, Head of Sector Development, thrive

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Equality and diversity

We strive to make sure that opportunities to work with thrive are open to all. We treat all job applications equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation and any other equality characteristics.

We particularly encourage applications from people who identify from ethnic backgrounds, LGBTQIA+, d/Deaf, disabled, neuro-diverse, have long-term health condition/s or are from a lower socio-economic background, as people from these groups are currently underrepresented in the cultural sector.

Thrive will address any access requirements provided on the application form.