

CASUAL FRONT OF HOUSE ASSISTANT JOB DESCRIPTION



SALARY Paid at the Living Wage rate appropriate for age
CONTRACT TYPE 0 hour contract (casual)
HOURS Hours will be given by rota a minimum of 2 weeks in advance, including evenings and weekends.

LOCATION The position is based at The Workshop, King's Lynn
38 New Conduit Street, Vancouver Quarter, PE30 1DL

LEAVE Holiday accrual is paid monthly based on hours worked

REPORTING TO Venue Manager

WHO WE ARE The Workshop is a performing arts charity in King's Lynn that opened in 2019. Located at the prime and convenient address of 38 New Conduit Street, King's Lynn, PE30 1DL, in the heart of Vancouver Quarter, we have become a centre point for those with an interest in performing arts, whether it's as an aspiration or a hobby, whether they're young or old, or anything in between. As well as regular weekly day and night classes we provide accessible courses, holiday activities, performance opportunities and wellbeing groups.

OUR AIM To enable children and young people from disadvantaged circumstances to have equal access to enjoy and develop through watching and taking part in the performing arts.

OVERVIEW OF ROLE Based on the busy reception desk, the post holder will be the face of the organization both in and outside of normal office hours. You will greet building users, answer enquiries in person, via email and on the telephone and maintain a 'can-do' attitude at all times. Alongside reception and general administrative duties, you will be a key player in our sales and marketing plan, taking a proactive approach to promoting the building, our activities and upselling wherever possible. The post holder will be required to consent to an Enhanced Criminal Records Bureau disclosure.

MAIN DUTIES

GENERAL DUTIES

- Taking responsibility for the building
- Staffing the reception desk
- Responding to requests and queries by the public, via email, phone and face to face communication
- Setting up studios/theatre for events
- Assist with general housekeeping, ensuring that The Workshop is clean and tidy at all times
- Undertake duties that relate to the smooth running of The Workshop
- Correctly open and close the building, including occasionally locking and unlocking, enabling and disabling the alarm systems

MARKETING AND SALES

- Taking a proactive approach to marketing the venue and activities run by The Workshop to maximise sales opportunities
- Ensuring all venue-based marketing (leaflets, posters, plasmas, etc.) are current and used to maximum effect
- Assisting with the maintenance of marketing, press and distribution contact lists
- Disseminating information via post, email or phone calls as required

ADMINISTRATIVE

- Providing other roles within The Workshop as administrative support where necessary
- Collecting feedback from hirers and participants
- Assist in the administration of Arts Award Postal Moderations, Workshop Class Programmes and Holiday Activities, when requested

HEALTH AND SAFETY

- Completing health and safety related procedures as instructed by the Venue Manager
- Conduct weekly Legionnaire Management checks
- Help to ensure all staff members, visiting professionals and young people are working within Health and Safety regulations

GENERAL

- To maintain discretion and strict confidentiality in particularly sensitive situations
- To be aware of and work in accordance with all Workshop policies including: Health & Safety; Data Protection; Child Protection, Equal Opportunities
- To act appropriately and as an advocate for The Workshop at all times
- Undertake other duties in line with the needs of the organisation and as instructed from time to time

REQUIREMENTS

ESSENTIAL

- Experience of delivering high quality customer service
- Reliable and flexible with working hours

DESIRABLE

- Interest in working in an arts and culture environment
- Knowledge of the work of The Garage Trust
- Support work during busy class programme