**INFORMATION PACK**

**Casual Visitor Experience Assistant**

Thank you for your interest in the above vacancy. We’re really happy you’ve found us.

Details of the background and context to this role can be found in this pack.

**How to apply**

Your completed application should include the following:

1. An application form which includes a personal statement in written or recorded format
2. Your up-to-date CV
3. A completed equal opportunities monitoring questionnaire - this form is optional, and your completion or non-completion of the form, or any of its sections, will not have a bearing on your application.

Once you have completed your application documents, please return them before the closing date to:

Hayden Noakes

Creative Folkestone

Quarterhouse  
Mill Bay

Folkestone

Kent CT20 1BN

Or alternatively, please email your completed application to: haydennoakes@creativefolkestone.org.uk

If you have any questions relating to this vacancy, please contact Hayden Noakes by email:

[haydennoakes@creativefolkestone.org.uk](mailto:haydennoakes@creativefolkestone.org.uk) or phone 01303 760740 for an informal chat

**This is a rolling opening so we will be in touch if you are successful for an interview.**

**ABOUT CREATIVE FOLKESTONE**

Creative Folkestone believes in the power of creativity to transform people, places and communities. We are passionate about this and believe it will inspire others to be curious and imagine a changed future. We will enable and collaborate with them to make this vision happen.

This will be fun but requires specialist knowledge; at times we will be radical and irreverent, but we will take on the challenges and risks our work demands.

Established in 2002, Creative Folkestone has a remarkable record of success having already transformed what was the most run-down part of Folkestone. A creative community of over six hundred people has been established in ninety restored buildings in the Creative Quarter. Quarterhouse, a performance venue for music, theatre, dance and comedy has been built and now has a programme that attracts a widely diverse audience from all over the area. The region has been animated by five internationally acclaimed visual art Triennials, the largest exhibition of newly commissioned art in the UK, the Folkestone Artworks, the UK’s largest display of contemporary art in an urban setting open 24 hours a day 365 days a year, a performance programme and an annual book festival. The area is populated by artists and home to creative industries and a resource for higher education study and research; all this has created many hundreds of jobs.

The charity has recently added stewardship of Prospect Cottage, Derek Jarman’s home in Dungeness along with an artists’ residency programme, has written the vision, strategy and plan for the districts new garden town, Otterpool, and been instrumental in bringing the polluted old gasworks site in Ship Street back to public ownership as a housing development.

Creative Folkestone is driven by a smart and friendly workforce, led by a knowledgeable and dedicated voluntary board.

We have declared that **FOLKESTONE IS AN ART SCHOOL** and all our projects are underpinned by an inspirational learning and engagement programme that works with schools, community groups and the people of Folkestone across art-form, age and ability.

[www.creativefolkestone.org.uk](http://www.creativefolkestone.org.uk)

**JOB DESCRIPTION**

**Casual Visitor Experience Assistant**

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| **Reports to:** | Visitor Experience & Venue Manager, Assistant Venue Manager, Duty Manager or Supervisor on shift |
|  |  |
| **Location:** | Based at Quarterhouse, Mill Bay, Folkestone, Kent CT20 1BN |
|  |  |
| **Wage:** | £11.44 |
|  |  |
| **Hours:** | Casual Zero Hours |

**JOB PURPOSE**

Our Visitor Experience team are the face of the organisation and help make things happen. We are now looking for new members to join our team. As a Visitor Experience Team Member, you will work across various events and activities in our venue Quarterhouse. This is an exciting time to join us as we embark on a new programme of late-night music events that will bring together artists, creatives, DJs and producers to create and curate events. We are looking for confident individuals who can help us deliver brilliant experiences for all customers and audiences. The working hours will be a majority of early evening and late nights and some daytime shifts during the week and at weekends.

**KEY RESPONSIBILITIES**

**Visitor experience:**

* To serve drinks and take transactions in our fast-paced first floor bar, The Clearing, for all events within the Creative Folkestone programme and projects.
* To work front of house and reception areas at Quarterhouse, Glassworks and off-site locations as required to include bar, kiosk, box office, cloakroom, ticketing, ushering and customer/client welcome.
* To provide excellent customer-focused service in a busy environment.
* A calm and methodical approach when working behind the bar.
* Handle all customer enquiries politely and in a timely and professional manner.
* Engage with all visitors and ensure that they have the information they need to make the most of their visit and are encouraged to widen their awareness of and engagement with the wider Creative Folkestone offer.
* Proactively maintain knowledge and understanding of Creative Folkestone activities and share this knowledge with visitors and colleagues wherever possible.

**Team membership:**

* Work supportively and collaboratively with team colleagues and senior staff, offering and receiving feedback so that procedures and processes are continually improved.
* A genuine passion for music and the arts.
* A positive and can-do attitude, going above and beyond to deliver excellent customer care.
* Stock management and organisation, product knowledge.
* Ability to clean as you go and work in an organised and tidy fashion.
* Alert the Venue Manager/Assistant Venue Manager of any identified gaps in any information or skills across the Visitor Experience Team.

**Financial:**

* Carry out any assigned sales activity – whether via box office or the bar – positively and sensitively, so that all are aware of all possible opportunities to support and engage with Creative Folkestone.
* Confident and proficient use of a POS system and associated PDQ systems.
* Alert the Venue Manager/Assistant Venue Manager to any identified opportunities for increasing commercial income and profitability, in line with Creative Folkestone’s values and vision.
* Provide accurate and secure visitor-related cash and income handling across all assigned activities.
* Work to individual and team income targets, including on-site ticketing, beverage, merchandise, membership sales and individual giving.

**Health, safety and security:**

* Follow all licensing, health and safety, security and emergency requirements and procedures as agreed during all working hours.

**Other:**

* Comply with all Creative Folkestone policies and procedures.
* Undertake such duties as may be required to successfully realise the purpose of this role.

**Terms and Conditions:**

This is a casual position with frequent regular weekend and evening working.

Applicants must be over 18 years of age and are required to show proof of age on application.

Experience working in a bar environment is preferred but not essential.

Full conditions are as per the written statement of employment.

Full training will be provided to deliver the key responsibilities.

**PERSON SPECIFICATION**

Essential elements should be demonstrated before and during employment in this role; desirable elements should be developed and maintained once in role.

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| **KNOWLEDGE & EXPERIENCE** | **Essential** | **Desirable** |
| 1. Some experience of working in a welcoming customer-facing role, working with a diverse range of visitors or customers, particularly in a bar/café environment | **X** |  |
| 1. Some experience of selling items through a computerised sales system, such as event ticket sales or similar |  | **X** |
| 1. Some experience of selling items using an EPOS (electronic point of sale) till system, or similar | **X** |  |
| 1. A good track record in accurate and trustworthy cash handling management experience within a high-volume sales environment | **X** |  |
| 1. A good track record in following set procedures reliably and consistently | **X** |  |
| 1. A good track record in responding positively to financial targets and delivering agreed sales goals | **X** |  |
| 1. Broad knowledge of and enthusiasm for contemporary art and culture |  | **X** |
| 1. Some experience working in an arts or hospitality setting. |  | **X** |
| 1. Some experience of selling tickets through Spektrix or similar computerised ticketing system |  | **X** |
| **SKILLS** | **Essential** | **Desirable** |
| 1. Excellent interpersonal communication skills, including a confident and welcoming demeanour in person and on the telephone | **X** |  |
| 1. Ability to learn new processes and absorb new information from various sources effectively (including training sessions, ad hoc discussions, online research and other written materials) | **X** |  |
| 1. Unafraid of trying new ways of working | **X** |  |
| 1. Ability to adapt communication style according to customer needs and expectations | **X** |  |
| 1. Accurate numeracy skills | **X** |  |
| 1. Effective communication and professional relationship management skills | **X** |  |
| **ATTRIBUTES** | **Essential** | **Desirable** |
| 1. Calm, focussed and motivated under pressure | **X** |  |
| 1. Discretion and confidentiality | **X** |  |
| 1. Reliable and collaborative team-player | **X** |  |
| 1. Commitment to providing inclusive and accessible customer service to all | **X** |  |
| 1. Committed to Creative Folkestone’s aims and objectives | **X** |  |