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|  | **Folkestone Triennial Head of Hosting**  **APPLICATION PACK** |
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Thank you for your interest in the above opportunity with the Creative Foundation and Folkestone Triennial.

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

**How to apply**

Please complete and return:

1. application form,
2. covering letter that explains why you are applying for the position and how your experience and expertise fits the role,
3. up to date CV which explains any gaps in employment.

Please refer carefully to the person specification when completing your application.

Once you have completed your application documents, please return them to:

Recruitment

Creative Foundation

The Block

65-69 Tontine Street

Folkestone

Kent

CT20 1JR

or email them to:

Owen Kimm, Marketing Assistant [owenkimm@creativefoundation.org.uk](mailto:owenkimm@creativefoundation.org.uk).

If you have any queries re the post please email Owen Kimm or call 01303 842198

**Deadlines**

Closing date for applications: Monday 7 April 2014

The Creative Foundation

March 2014



**Creative Foundation**

**Our Vision**

The Creative Foundation is an independent arts charity dedicated to enabling the regeneration of Folkestone through creative activity. Working with the people of Folkestone, our partners and other stakeholders we will transform the town making a better place to live, work, visit and study.

**Our goals and objectives**

**Goal 1: Creatively engage the people of Folkestone.**

Bring quality art to the town for everyone in Folkestone.

Bring quality creatives to Folkestone and the Creative Quarter.

Provide opportunities for people to develop creatively.

Encourage creative engagement with partners and agencies.

**Goal 2: Creatively transform the look of Folkestone.**

Bring artwork to the town.

Creatively maintain the Creative Foundation portfolio.

Ensure the Creative Quarter public realm looks and feels attractive.

Encourage creative engagement by relevant bodies and individuals with property and the public realm.

**Goal 3: Creatively change the economy of Folkestone.**

Attract and retain new creative businesses.

Deliver the creative visitor economy.

Attract creatively engaged people to live in Folkestone.

Encourage creative investment in Folkestone by others.

**Goal 4: Change the reputation of Folkestone as a creative town.**

Promote the Creative Foundation model for immersive creatively-led regeneration.

Effective promotion of Creative Foundation activities.

Create a virtual Creative Foundation through digital technology.

Encourage others to promote the reputation of Folkestone.

**Goal 5: Create a sustainable Creative Foundation**

Have a clear understanding of CF’s vision, mission, values and business plan.

Align the financial model with the organisation's vision.

Invest in resources, including staff, to deliver the vision.

Build appropriate partnerships to deliver the vision.

<http://www.creativefoundation.org.uk/>

<http://folkestonetriennial.org.uk/>

<http://www.quarterhouse.co.uk/>

<http://folkestonebookfest.com/>

<http://folkestoneartworks.co.uk/>

<http://www.creativequarterfolkestone.com/>

**Folkestone Triennial 2014**

**Lookout**

**30 August – 2 November**

Curated by Lewis Biggs

The lookout has always been an important part of Folkestone’s history as a port. The people of Folkestone have looked out to sea, from its humble beginnings as a Roman fishing village, to a wealthy trade port in the thirteenth century and the main embarkation point for soldiers fighting in the First World War. The lookout is the person who sees what is coming over the horizon. It is also the structure from which one keeps watch. The act of looking out demands that one takes up a physical position in order to get a perspective on the future.

Internationally recognised contemporary artists have been invited to engage with Folkestone’s rich cultural history and the town's built environment. They will exhibit newly commissioned work in public spaces around the town. Some of these will become permanent additions to the landscape, alongside works from the previous two editions of the Triennial in 2008 and 2011. By inviting people to consider the art in its context, Folkestone Triennial will offer a new perspective on the town and on global futures, as well as establishing a lasting legacy that aims to continue the regeneration of Folkestone as a cultural destination and a place to live, work, visit and study.

Visitors to *Lookout* will be physically and emotionally transported to glimpse different perspectives on the future through an array of fabulous new artworks. They will be invited to reflect on the artists' hopes and fears about universal issues: the gap between rich and poor, climate and environment, demography and migration, sustainability, regeneration, technology and communication, urban design, social engineering, food security and all the other aspects of our daily lives that are changing ever faster. With a population of just 45,000, Folkestone can be a lens through which we look out at the world and question what's happening now and what's coming next.

The Folkestone Triennial visitor experience will ensure that visitors will fully immerse themselves within the theme of the exhibition in an accessible and inspiring way. We strive for simplicity and accessibility and clarity about the messages that we want to communicate. We will offer different layers of interpretation for diverse audiences and take people through a journey to Folkestone’s history and a future. Through presenting the participating artists’ vision of the future we want to enable our visitors to form their own visions and share them with us.

Participating artists will include Strange Cargo, Rootoftwo, Something and Son, Andy Goldsworthy, Jyll Bradley, muff Architects, Yoko Ono, Sarah Staton, Ian Hamilton Finlay, Tim Etchells, Gabriel Lester, Pablo Bronstein, Alex Hartley, Emma Hart, Diane Dever and Jonathan Wright, Will Kwan, Amina Menia, Krijn De Koning, Marjetica Potrč and Ooze Architects.

**Folkestone Triennial**

**HEAD OF HOSTING**

**JOB DESCRIPTION**

**SUMMARY OF TERMS**

**Reports to**: Marketing and Engagement Manager

**Responsible for**: Folkestone Triennial Hosting Co-ordinator and Hosts.

**Location**: Creative Foundation offices, visitor centres (Lookout Points) and indoor & outdoor artwork sites around Folkestone.

**Salary**: £20,020 pro rata

**Fixed term contract**: May – November 2014

This role will share a 7 day a week rolling rota with the Hosting Co-ordinator and will include regular weekend and some evening work.

Full terms and conditions will be outlined in the written statement of employment.

**JOB PURPOSE**

In close liaison with the Triennial Curator and other Creative Foundation colleagues, the Head of Hosting will ensure that Triennial visitors have all the information they need about the Triennial, Folkestone and other Creative Foundation projects, and that safety and security is maintained at all Triennial sites.

In addition, the Head of Hosting will ensure that the Hosting Co-ordinator carries out his/her duties to a high standard and is able to deputise in the Head of Hosting’s absence, and that Triennial Hosts deliver and maintain excellent customer service at artworks and at any Lookout Points.

**KEY RESPONSIBILITIES**

**Visitor Experience**

1. Work closely with the Folkestone Triennial and Marketing and Engagement teams to ensure a smooth, effective and successful delivery of the overall visitor experience.
2. Assist the Marketing and Engagement Team with the setting up of all Lookout Points.
3. Ensure all Lookout Points and Triennial artwork sites are adequately staffed and that visitors to these locations receive excellent customer service.
4. Learn about the Folkestone Triennial 2014 programme, artists and artworks and keep this knowledge up to date throughout the course of the exhibition in order to proactively share this with visitors and team members.
5. Support the Public Programmes staff with the delivery of talks and tours and other events scheduled during the course of the exhibition and keep visitors informed about any changes to the tours schedule.

**Team Leadership**

1. Recruit, train and line manage the Folkestone Triennial Hosting Co-ordinator and Folkestone Triennial Hosts, following Creative Foundation policies and practices and issuing all employment paperwork as required.
2. Ensure the Hosting Co-ordinator is running effective rota and timesheet procedures, providing guidance and practical support as needed.
3. Set up and maintain policies and procedures for effective cash handling and stock control and ensure that all hosting staff comply with such policies and procedures.
4. Share duty management responsibilities with the Hosting Co-ordinator, ensuring that all opening hours are covered as needed.
5. Role model behaviours and attitudes that will inspire excellent customer services across the whole hosting team.
6. Communicate and work collaboratively with Creative Foundation colleagues, assisting with the shared goal of maintaining high standards and seeking continuous improvement of services.

**Sales & Marketing**

1. Order and oversee the sale of Folkestone Triennial merchandising, including the exhibition guide.
2. Monitor visitor evaluation data, sales and attendance figures and pass promptly to Creative Foundation staff for analysis, and act on feedback as needed.
3. Ensure that all visitor numbers are accurately recorded and that all visitors are actively encouraged to fill in evaluation forms and join the Creative Foundation mailing list.
4. Help with basic set up of events, launch events and other activities.

**Safety & Security**

1. Set up and maintain policies and procedures to ensure safety and security at Triennial sites, acting as main key holder and first point of contact for emergencies and inform the relevant Creative Foundation contact in the event of any damage, health and safety or security or any other emergencies that may occur.
2. Adhere to health and safety regulations in all sites, being aware of disability and access requirements, and assisting the public in evacuation situations in accordance with evacuation procedures (training will be provided).
3. Oversee the general cleaning and maintenance of all sites as required.

**Additional**

1. Follow all Creative Foundation policies and procedures as directed.
2. Carry out any other duties as deemed appropriate by the Marketing and Engagement Manager.

**Please note:**

The Head of Hosting role is physically and mentally demanding in its nature. You will be required to line manage a big group of Hosts and the Hosting Co-ordinator and move from site to site daily to ensure smooth delivery of the visitor experience. As well as standing for long periods of time, indoors or outdoors, you may be asked to help lift and carry equipment during event set ups. Please make the Marketing and Engagement Manager aware of any challenges which the physical nature of this job may present to you. We are committed to making reasonable adjustments for access and equality.

**PERSON SPECIFICATION**

We are looking for inspiring leader to motivate and look after the group of Hosts. A person with strong communication skills and attention to detail who makes everyone feel at easy and attends to problems effectively.

**Essential**

* Experience of running teams of people, maintaining enthusiasm and motivation and setting up rotas and timesheets
* Experience of working with members of the public in a customer facing environment
* Excellent verbal, communication and interpersonal skills
* Experience of ordering and merchandising sales and cash control
* Enthusiasm, and knowledge of contemporary visual arts
* Enthusiasm for community engagement in public art
* Awareness of access issues and disability awareness
* Experience of reception, retail or other customer service roles
* Awareness of Health & Safety issues
* Hard working, energetic, reliable and trustworthy

**Desirable**

* Knowledge of the local area
* Experience of working within a formal and/or informal education provider
* Previous gallery or museum work
* Educated to Degree level standard or equivalent

The Head of Hosting will be required to provide the Creative Foundation with paperwork to undertake enhanced Criminal Records Bureau (CRB) Check.

The Creative Foundation strives to be an equal opportunities employer and welcomes applications from all sections of the community.

**Folkestone Triennial**

**Head of Hosting**

**APPLICATION FORM**

**SECTION 1: APPLICANT DETAILS**

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| --- | --- |
| Name: |  |
| Address: | Contact numbers: |
| Email address: |  |

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| Are you legally eligible for employment in the UK?  (Proof of ID will be required) |

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| How did you hear about this vacancy? |

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| What is your availability between May – November 2014 |

**SECTION 2: DECLARATION**

Please sign below to indicate that you are providing full and accurate information in your application, including this form, your covering letter, CV and any subsequent interview; and that furthermore you understand that withholding or misrepresenting relevant information may be grounds for dismissal.

Signature: Date:

|  |
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| (FOR OFFICE USE ONLY)  DATE RECEIVED: DATE OF INITIAL RESPONSE: |

**SECTION 2:**

**PLEASE PROVIDE A RESPONSE TO THE FOLLOWING QUESTIONS, USING NO MORE THAN 500 WORDS.**

Why do you think you are suitable for the post of Folkestone Triennial Head of Hosting and what skills will you will bring to the role?

**SECTION 3:**

**REFERENCES**

Please provide details of two referees, one of whom is your current or most recent employer (or key client if freelance), and indicate at which stage you consent for these references to be taken up.

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| **Name:** | **Relationship to you:** |
| Address: | Contact numbers: |
| Email address: | Please contact at any point  YES/NO |

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| **Name:** | **Relationship to you:** |
| Address: | Contact numbers: |
| Email address: | Please contact at any point  YES/NO |

**Equal Opportunities Monitoring Questionnaire**

**Job Title:** **Folkestone Triennial Head of Hosting**

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| **Gender:** | |  | |  |
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| Male | |  | | 🞎 |
| Female | |  | | 🞎 |
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| **Age:** | |  | |  |
|  | |  | |  |
| 18 – 25 | |  | | 🞎 |
| 26 – 35 | |  | | 🞎 |
| 36 – 45 | |  | | 🞎 |
| 46 – 55 | |  | | 🞎 |
| 56 – 65 | |  | | 🞎 |
| Over 65 | |  | | 🞎 |
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| **Ethnicity/cultural diversity** | | | |  |
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| Please choose one from A to E, then tick the appropriate box to indicate your background. | | | | |
|  | |  | |  |
| A | White |  | |  |
|  |  |  | |  |
|  | British |  | |  |
|  | English |  | | 🞎 |
|  | Scottish |  | | 🞎 |
|  | Welsh |  | | 🞎 |
|  | Irish |  | | 🞎 |
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|  | Any other white background, please write in:  ………………………………………………… | | | |
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| B | Mixed |  | |  |
|  |  |  | |  |
|  | White and Black Caribbean | | | 🞎 |
|  | White and Black African | | | 🞎 |
|  | White and Asian | | | 🞎 |
|  | Any other Mixed background, please write in:  ……………………………………………………… | | | |
|  |  | | | |
| C | Asian, Asian British, Asian English, Asian Scottish or Asian Welsh | | | |
|  |  | |  |  |
|  | Indian | |  | 🞎 |
|  | Pakistani | |  | 🞎 |
|  | Bangladesh | |  | 🞎 |
|  | Any other Asian background, please write in: …………………………………………………… | | | |
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| D | Black, Black British, Black English, Black Scottish or Black Welsh | | | | |
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|  | Caribbean |  | | 🞎 | |
|  | African |  | | 🞎 | |
|  | Any other Black background, please write in: ……………………………………………………… | | | | |
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| E | Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh | | | | |
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|  | Chinese | |  | 🞎 | |
|  | Vietnamese | |  | 🞎 | |
|  | Any other Chinese background, please write in: …………………………………………………… | | | | |
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| F | Other Ethnic Group | | |  | |
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|  | Please write in:………………………………………………… | | | | |
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| **Disability monitoring** | | | |  | |
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| Do you consider yourself disabled? | | | |  | |
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| Yes | |  | | 🞎 | |
| No | |  | | 🞎 | |
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| If you have a disability, is there anything we can do to make our recruitment and selection procedure more accessible to you? | | | | | |
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| …………………………………………………………………………………………………… | | | | | |
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