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**CASUAL VISITOR EXPERIENCE ASSISTANT**

**APPLICATION PACK**

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

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

LYN MAYTUM

EXECUTIVE & PROJECT ASSISTANT

Creative Folkestone

Quarterhouse  
Mill Bay

Folkestone

Kent CT20 1BN

Or alternatively, please email your completed application to: [lynmaytum@creativefolkestone.org.uk](mailto:lynmaytum@creativefolkestone.org.uk)

If you have any questions relating to this vacancy, please contact Fern Bamber by email: [fernbamber@creativefolkestone.org.uk](mailto:fernbamber@creativefolkestone.org.uk) or phone 01303 764561 for an informal chat

**Deadline**

Closing date for applications: **Sunday 25 April 2021 at midnight**

**Interview process**

Interviews will take place on: **Thursday 6 and Friday 7 May 2021**

**Training and start date**

Training for the position will happen: **w/c Monday 24 May 2021**

**ABOUT CREATIVE FOLKESTONE**

Creative Folkestone is dedicated to transforming Folkestone through creative activity to make it a better place to live, work, study and visit. We believe that everyone is creative and that creativity has the power to change people and places. We have developed five key projects that form the foundation of our work:

1. The Creative Quarter has transformed the Old High Street into a hub of independent shops, artists’ studios and live-work spaces.
2. Folkestone Triennial transforms the town every three years into an outdoor sculpture park with newly commissioned artwork by national and international artists.
3. Folkestone Artworks is the UK’s largest collection of public contemporary art in a town.
4. Folkestone Quarterhouse is a performing arts centre that hosts live events across theatre, dance, music, comedy, film, family shows and festivals.
5. Folkestone Book Festival is one of the UK’s most established festivals of literature, books and ideas.
6. We also do other projects!

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)

**CASUAL VISITOR EXPERIENCE ASSISTANT**

**JOB DESCRIPTION**

**Reports to:** Visitor Experience Manager, Duty Manager or Supervisor on shift

**Supervision/responsibility for:** n/a

**Location:** Based at Quarterhouse, Mill Bay, Folkestone, Kent CT20 1BN

**Wage:** £8.91 per hour

**Hours:** Casual

**JOB PURPOSE**

To join a committed team of Visitor Experience Assistants designed to support and help deliver an integrated visitor experience across all Creative Folkestone projects and activities, currently including Creative Quarter, Quarterhouse, Folkestone Artworks, Folkestone Triennial, Folkestone Book Festival and The Clearing café bar, in order to boost visitor engagement, satisfaction and spend.

**KEY RESPONSIBILITIES**

**Visitor experience:**

* To work across front of house and reception areas at Quarterhouse, Glassworks and off-site locations as required to include bar, café, kiosk, box office, ushering and customer/client welcome.
* 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.
* Respond to all visitor enquiries, feedback and complaints promptly and professionally, following agreed procedures.

**Team membership:**

* Work supportively and collaboratively with team colleagues and the Visitor Experience Manager, offering and receiving feedback so that procedures and processes are continually improved.
* Alert the Visitor Experience Manager of any identified gaps in any information or skills across the Visitor Experience team that create a barrier to providing the best possible Creative Folkestone visitor experience.

**Financial:**

* Carry out any assigned sales activity – whether via box office or the café bar – positively and sensitively, so that all visitors are aware of all possible opportunities to support and engage with Creative Folkestone, including through related ticket sales, upselling food and beverage, or encouraging membership sign up or on-site donations.
* Alert the Visitor Experience 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, food & 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:**

* Undertake Creative Folkestone development activities as required.
* 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.

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.

|  |  |  |
| --- | --- | --- |
| **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** |  |

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**CASUAL VISITOR EXPERIENCE ASSISTANT**

**APPLICATION FORM**

**SECTION 1: APPLICANT DETAILS**

|  |  |
| --- | --- |
| **Name:** |  |
| **Address:** |  |
| **Mobile number:** |  |
| **Home telephone:** |  |
| **Email address:** |  |

|  |
| --- |
| Are you legally eligible for employment in the UK? |
| How did you hear about this vacancy? |
| What is your notice period / earliest availability to take up a new position? |

**SECTION 2: DECLARATION**

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

Signature: Date:

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

**SECTION 3: PERSONAL STATEMENT**

**WE’D LIKE YOU TO PROVIDE A PERSONAL STATEMENT ABOUT WHY YOU ARE INTERESTED IN BEING THE CASUAL VISITOR EXPERIENCE ASSISTANT AND WHAT YOU FEEL YOU CAN BRING TO THE ROLE.**

**YOU ARE INVITED TO RESPOND EITHER IN WRITING USING NO MORE THAN 1000 WORDS OR WITH A 2 MINUTE VIDEO/SOUND FILE.**

**SECTION 4: REFERENCES**

Please provide details of two referees, one of whom should be your current or most recent employer and indicate at which stage you consent for these references to be taken up.

|  |  |
| --- | --- |
| **Name:** | **Relationship to you:** |
| Organisation: | Contact number: |
| Email address: | □ contact at any point  □ contact on offer of first round interview  □ contact on offer of second round interview  □ contact only on offer of employment |

|  |  |
| --- | --- |
| **Name:** | **Relationship to you:** |
| Organisation if relevant: | Contact numbers: |
| Email address: | □ contact at any point  □ contact on offer of first round interview  □ contact on offer of second round interview  □ contact only on offer of employment |

**Equal Opportunities Monitoring Questionnaire**

We are asking all applicants to complete the below equal opportunities monitoring questions as part of the recruitment process.

The data you give us will be stored in anonymous aggregate form and held according to Creative Folkestone’s Privacy Policy. It will help us to evaluate our recruitment procedures and gather the most consistent and robust data possible.

**Job Title:** **CASUAL VEA (March 2021)**

**Monitoring Questions**

Please circle, highlight or put a X by your answer

|  |
| --- |
| **Where are you currently based?** |
| East Midlands  East of England  London  North East  North West  Northern Ireland  Scotland  South East  South West  Wales  West Midlands  Yorkshire and the Humber  Prefer not to say |

|  |
| --- |
| **How would you describe your gender?** |
| Female  Male  Non-binary  Prefer not to say  Prefer to self-identify (please fill in the free text space below)  Not known |

|  |
| --- |
| **What is your age range**? |
| 0-18  18-19  20-24  25-34  35-44  45-49  50-54  55-64  65+  Not known  Prefer not to say |
| **How would you describe your ethnicity?** |
| Arab  Asian or British Asian – Indian  Asian or British Asian – Pakistani  Asian or British Asian – Bangladeshi  Asian or British Asian – Chinese  Asian or British Asian - Other Asian background  Black or Black British – African  Black or Black British – Caribbean  Black or Black British - Other Black/African/Caribbean background  Latin  Mixed - Asian and White  Mixed - Black African and White  Mixed - Black Caribbean and White  Mixed - Other mixed/multiple ethnic background  White – British  White – Irish  White - Gypsy or Irish Traveller  White - Other White background  Any other ethnic background  Not known  Prefer to self-identify (please fill in the free text space below)  Prefer not to say |

|  |
| --- |
| **Do you identify as disabled or do you have a long-term health condition?** |
| No  Yes - d/Deaf/Hearing Impairment  Yes – a long-term health condition  Prefer not to say |
|  |
| **How would you describe your sexual orientation?** |
| Bi Man  Bi Woman  Gay Man  Gay Woman/Lesbian  Heterosexual/Straight  Queer+  Prefer not to say  Prefer to self-identify (please fill in the free text space below)  Not known |

|  |
| --- |
| **Is your gender identity the same as the one assigned to you at birth?** |
| No  Yes  Prefer not to say |