**APPLICATION PACK**

**CREATIVE QUARter estates operative**

Thank you for your interest in the above vacancy. We’re really happy that 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:

Lyn Maytum  
Executive and Project Assistant

Creative Folkestone

Quarterhouse  
Mill Bay

Folkestone

Kent CT20 1BN

or email your completed application to [recruitment@creativefolkestone.org.uk](mailto:recruitment@creativefolkestone.org.uk)

If you have any questions relating to this vacancy before submitting an application, please contact Dan Hoare by email for an informal chat - [danhoare@creativefolkestone.org.uk](mailto:danhoare@creativefolkestone.org.uk)

**Deadline:**

Closing date for applications: **Friday 10 May 2024** at **9am**

**Interview process:**

Interviews will take place: **Thursday 16 May 2024**

**Start date:**

Dependent on successful candidates’ availability: Immediate

**CREATIVE QUARter estates operative**

**JOB DESCRIPTION**

**Reports to:** Creative Workspaces Manager: Contracts / Estates Supervisor

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

**Salary:** £20,830 per annum

**Hours:** Full time. Out of office hours working required.

**Who are you?**

You will be conscientious and take pride in your work and be someone who wants to contribute to our mission of making Folkestone a better place to live, work and play.

As this role will involve interacting with our tenants, you will be good with people, and have a positive manner that will help make our tenants feel a part of our creative communit*y.*

**What will you do in this role?**

Led by the Estates Supervisor, you will play a key role in making sure our properties are presentable, safe, and working for everyone by conducting regular cleaning tasks and occasional items of maintenance.

**Who will you work with?**

You will join the Creative Quarter team but will collaborate with colleagues across all the Creative Folkestone projects.

**Main Duties**

* The cleaning and upkeep of multiple properties throughout the Creative Folkestone property portfolio
* Conduct relevant safety checks and record property data with the Estates Supervisor
* Manage keys for Creative Folkestone properties, consulting with additional contractors when required.
* Complete items of maintenance where required and practical.
* Support the Estates Supervisor with the preparation of property for tenants arriving, moving or leaving.
* Responsibilities will include (but not limited to):
* Routine cleaning of multiple properties in the area, including sweeping, mopping, litter picking
* Act as keyholder for Creative Quarter properties.
* Carry out routine property checks.
* Waste management.
* Correct reporting of any health and safety issues or complaints
* Complete maintenance tasks, such as replacing lightbulbs, moving equipment, tightening screws, and other similar tasks.
* 24-hour emergency response on shared rota

**Support Responsibilities**

* To undertake such duties as may be required to successfully realise the purpose of this role and in support of the aims and objectives of Creative Folkestone.
* Contribute towards the day to day running of Creative Folkestone and adhere to its policies.

**Terms and Conditions:**

Full conditions are as per the written statement of employment.

**Person Specification**

Skills, experience and knowledge

* + - * Property cleaning and maintenance experience
* Attention to detail with an ability to manage a flexible workload.
* Experience in managing positive customer/client/tenant relationships.
* A knowledge of liaising with contractors is useful.
* An understanding of the needs and expectations of commercial and residential tenants
* Good working knowledge of health and safety
* Confident communication skills

Attributes

* Ability to work well within a small team.
* Calm, focussed and motivated under pressure.
* Business-appropriate demeanour and personal presentation
* Demonstrates discretion, maintains confidentiality, and demonstrates a commitment to diversity, equity, and inclusion in all aspects of work and interactions.
* Positive response to working in a target-driven environment.
* Displays a strong work ethic and energetic approach to tasks.
* Committed to Folkestone’s regeneration through the arts.
* Flexible approach to working within a busy and demanding environment.

**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 Shape of Things to Come, uniquely dedicated to considering the future. 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 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 district’s 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)