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|  | **Folkestone Triennial Host Supervisor**  **APPLICATION PACK** |
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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:

FERN BAMBER

ASSISTANT TO THE VISITOR EXPERIENCE MANAGER

Creative Folkestone

Quarterhouse  
Mill Bay

Folkestone

Kent CT20 1BN

Or alternatively, please email your completed application to: [fernbamber@creativefolkestone.org.uk](mailto:fernbamber@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 2 May 2021 at midnight**

**Interview process**

Interviews will take place week commencing: **Monday 17 May 2021**

**Training and start date**

Training for the position will happen: **Wednesday 14, Thursday 15, Friday 16 July 2021**

**JOB DESCRIPTION**

**Folkestone Triennial Host Supervisor (fixed-term)**

Reports to: Visitor Experience Manager and Assistant to the Visitor Experience Manger

Location: Various sites around Folkestone (both indoor and outdoor)

Salary: £10.10 per hour

Working hours will vary and Host Supervisors will be offered work on any day of the week including Saturdays, Sundays and evenings. The services provided for the Folkestone Triennial are on a fixed-term basis for an hourly rate with a minimum of 21 hours per week. Host Supervisors will be required to cover the full range of artworks and information points.

**JOB PURPOSE**

To supervise Folkestone Triennial Hosts daily as they invigilate sites around the town of Folkestone, including the coordination of lunch breaks and finding or providing shift cover where needed. To ensure that hosts have the relevant information they need to provide informative customer service. It will be the first point of contact for all hosts daily questions, in case of an emergency or issue with an artwork.

To provide information and practical help to people visiting the Folkestone Triennial artworks so that they can understand and engage with the work in the spirit that the artists intended. To provide proactive welcome for intentional visitors, curious bystanders and unaware passers-by, speak to them about Folkestone and the other projects of Creative Folkestone.

**KEY RESPONSIBILITIES**

**Supervisory**

* To deliver informative morning briefings including daily activities, and conduct valuable afternoon debriefings with hosts
* To coordinate daily scheduled lunch breaks
* To find or provide shift cover where necessary
* To provide administrative support to the Visitor Experience Manager and Assistant to the Visitor Experience Manager such as shift schedules
* To collate all feedback, customer data and numbers daily, inputting to a central system.
* To be the first point of contact for hosts if there is an emergency or an issue with an artwork

**Invigilation**

* To provide exemplary invigilation across all indoor and outdoor Folkestone Triennial sites ensuring that the security of the artworks is not compromised.
* Providing excellent and pro-active customer service to members of the public from all backgrounds, distributing material related to the exhibition and alerting visitors to all available resources.
* Explaining confidently the key themes of Folkestone Triennial and talking confidently about all commissioned artworks and artists, as well as Folkestone Artworks.
* Encouraging people to do our free online tour training for ‘everyone is a tour guide’ and use the interactive map on the Folkestone Triennial website.
* Supporting the Public Programmes staff with the delivery of talks and tours and other events scheduled over the course of the exhibition.
* Providing visitors with information about all projects of Creative Folkestone including parallel events and activities, the learning programme for schools, communities, FE/HE, adults and information about the local area.
* Carrying out and contributing to the monitoring and evaluation of Folkestone Triennial.

**Safety and Security**

* Adhering to health and safety regulations at all sites, being aware of disability and access requirements, and assisting the public in evacuation situations in accordance with a thorough knowledge of evacuation procedures (training will be provided).
* Informing the Visitor Experience Manager or Assistant Curator immediately in the event of serious damage to any artwork, in the instance of any health and safety or security issues arising, and of any other emergencies that may occur.
* Opening and closing each site, exhibition space and information points, setting up, maintaining and clearing down any sites. Tasks may also include locking and unlocking buildings and sites, turning lights and electrical audio-visual equipment on and off, cleaning and clearing entrances and access points and demonstrating simple machinery.
* Alert the Visitor Experience Manager of any concerns about information, training, procedures or processes that may arise.

**Other Responsibilities**

* Hosts and Host Supervisors are required to wear Folkestone Triennial uniform while invigilating.
* Hosts and Host Supervisors are required to have a charged mobile phone with them while on duty to communicate with the Visitor Experience Manager, Assistant to the Visitor Experience Manager and the Host Supervisor.
* Carrying out any other duties as deemed appropriate by the Visitor Experience Manager and the Assistant to the Visitor Experience Manager and complying with any policies and procedures, whether routine or emergency, as requested.
* Undertaking visitor experience training, attending meetings as appropriate, providing feedback and comments to maintain the highest standards and assisting with the continuous improvement of services.
* Helping with basic set up of events, launch events and other activities.

**Please note:**

The Host Supervisor role is physically demanding in its nature. 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. Most of each shift will be spent working without colleagues nearby and visitor numbers will fluctuate throughout the day, meaning that some time will be spent alone. Please make the Visitor Experience Manager and the Assistant to the Visitor Experience 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 welcoming, warm and imaginative people who are interested in making connections between art and other subjects and ideas, as well as active learners who are keen to develop skills and new ways of working to enhance the experience of others. You must be confident, reliable, punctual, professional and positive, someone who can work with others, has a great sense of fun and loves creativity.

**Essential**

* Experience of Supervising or Duty Managing a large team in a customer facing environment
* Experience of coordinating a scheduled rota of shifts and lunch breaks
* Experience of working with members of the public and helping them engage with contemporary art
* Excellent verbal communication, interpersonal and customer service skills
* Enthusiasm for, and knowledge of, contemporary visual arts
* Enthusiasm for community engagement in public art
* Able to work on a casual basis
* Able to talk to people from diverse backgrounds
* Awareness of access issues and disability awareness
* Experience of reception, retail or other customer service roles
* Maintain enthusiasm and motivation while working alone
* Awareness of Health & Safety issues
* Hard working, energetic, reliable and trustworthy

**Desirable**

* Experience of contemporary art invigilation
* Knowledge of the local area
* Experience of working within a formal and/or informal education provider

**Conditions of Work**

* Host Supervisors will be employed on a fixed-term basis with flexible hours, on an average minimum of 21 hours per week. Any shifts lasting longer than 6 hours will include a one-hour unpaid break for lunch.
* Rate of pay: £10.10 per hour, paid for hours worked based on each week’s assigned rota, payable monthly in arrears.
* Hours will be as assigned. Shifts are structured as Monday to Sunday: 10:00am – 6:00pm

Full terms of employment will be shown in the Temporary Employment Agreement.

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

**Folkestone Triennial Host Supervisors**

**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?  Have you worked as a host in a previous Folkestone Triennial? |

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| Please indicate your availability to work from July 2021 to November 2021:   * 21 hours per week across 3 days * Less than 21 hours per week * More than 21 hours per week   Do you have any holidays booked between July and November 2021? Please list:  Training will take place on Wednesday 14, Thursday 15 and Friday 16 July 2021.  Are you available to attend these compulsory training days? YES/NO |
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**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 3:**

**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 Host and what skills will you bring to the role?

**SECTION 4: 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**

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:** **Folkestone Triennial Host Supervisor (fixed-term)(April 2021)**

**Monitoring Questions**

Please circle, highlight or put a X by your answer

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| **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 |

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| **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 |

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| **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 |

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| **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 |
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| **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 |

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