

Venue Crew - 'a space' arts

Gods House Tower – Southampton



Job Description

Overview

Job Title: Venue Crew – God's House Tower

Hours: Part Time - approx 15 - 20 hours per week with additional evening shifts available

Hourly Rate: National Living wage (£8.21 p/h)

Location: God's House Tower, Town Quay Road, Southampton, SO14 2NY

Role Summary

God's House Tower (GHT) is recruiting flexible and reliable team members to be the public face of God's House Tower, responsible for maintaining high standards of customer service to create an excellent visitor attraction. You will be part of a small, dedicated team covering a range of activities as part of GHT's arts and heritage offer.

Crew members are an integral part of this new venue's success, ensuring an outstanding service for all visitors by undertaking an active customer focused role. Our aim is to recruit flexible individuals who can combine front-of-house services, exhibitions invigilation, ticket admissions, event management and bar service.

Hours are flexible but we would expect a minimum commitment of 3 shifts per week, approximately 15-20 hours in our opening months. Please see below for the full list of key dates, including training and induction events. Regular shifts will be available from 4th November.

It is an exciting time to join the organisation following the award of Arts Council England National Portfolio Status and the imminent opening of GHT, an exciting new arts and heritage venue for Southampton.

Roles and Responsibilities

- To ensure an exceptional customer experience for all visitors to the venue and to provide a helpful, friendly and professional welcome.
- To be an involved and engaging team member who encourages others to be the same, sharing information on exhibitions and upcoming events with the public whenever possible.

- To undertake a varied and involved front of house role, administering tickets and taking payments for the venue's retail and bar offer using the in-house EPOS system in a professional and efficient manner.
- To undertake day-to-day exhibition stewarding duties and follow any specific stewarding instructions.
- To assist with event logistics including ticket checks and event set-ups and pack-downs.
- To be a vigilant and flexible member of the team, prepared to step in to help where needed during peak times.
- To monitor the public spaces on a day-to-day basis for cleanliness and ensure capacity limits are adhered to, reporting any issues to the relevant manager on site.
- Any other duties as allocated by the Venue Manager or Deputy Manager.

Person Specification

The ideal candidates will be enthusiastic with good team working skills and experience of, or a desire to work in a customer focused way in a heritage, arts or cultural environment.

They will be an excellent communicator, flexible in their approach to problem solving and have a friendly and professional manner.

Experience and a personal interest in arts and heritage would be advantageous.

Experience, skills and knowledge

- Relevant experience working in an arts venue or similar setting in a customer focused role
- Experience of dealing with the general public and dealing with enquiries, compliments or complaints
- Flexible and adaptable in your approach to problem solving and managing a varied workload
- Excellent communication skills and the ability to work with people of all ages and backgrounds
- Experience of working as part of a small team
- Experience of working with till or ticketing systems or in a retail setting

- Openness and willingness to learn and share the history of the venue and knowledge of the artwork.

Reporting

Venue Crew will report to the Venue manager, or Deputy Manager if on duty. Post holders will be required to pass initial training (dates below) as well as a short probation period.

Background - the vision of GHT

Our vision for GHT is to firstly reopen the site and to provide new learning and participation opportunities through the exhibitions programme and linked events. GHT will host an inclusive and progressive cultural programme, allowing heritage to inspire the arts and the arts to interpret the spaces in new and interesting ways.

We want to offer all visitors the chance to better understand this important part of our local and national heritage by engaging our local communities and city visitors along with creating opportunities for volunteering and inspire lifelong learning.

We believe that the restoration of GHT will be a catalyst in the cultural future of the Old Town and will become a visitor attraction for those approaching Southampton from the cruise terminal.

About 'a space' arts

The organisation provides opportunities for emerging artists to develop their careers and for audiences in Southampton and the surrounding regions to engage with high quality arts and heritage experiences.

Since 2000 we have developed and managed a project portfolio to achieve our aims, including the Northam Road Gallery, the Bargate Monument Gallery, ArtVaults, the Arches Studios, Tower House and the Sorting Office.

In 2017 we were awarded Arts Council National Portfolio Organisation status and will be delivering a range of new projects across the next four years to complement GHT.

For further information please see - www.aspacearts.org.uk

Contact

For further information please contact hannah@spacearts.org.uk or call 023 80 338 778

Recruitment and Induction timetable

- Closing date for applications: 12 midday Thursday 19 September
- Interviews - Wednesday 25 September
- Induction Training - from 21st October

Regular shifts will be available from 4th November

Application process

Applicants should apply via email by sending an up to date CV along with a completed application form to hannah@spacearts.org.uk.

Interviews will be held in Southampton, at GHT on Wednesday 25 September - please note the interview and training dates are non-negotiable.