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Front of House Assistant Application Pack May 2019

Thank you for your interest in the Front of House Assistant role. In this application pack you will find details of how to apply, background information on the Centre for Chinese Contemporary Art (CFCCA), the job description and information on the application process.

Overview

The Front of House Assistant will maintain excellent visitor services through supervising and supporting the front of house volunteer team to ensure a positive first experience of CFCCA for all visitors and carry out reception duties, including meeting and greeting visitors, answering telephone calls and responding to enquiries. The role will also support the Operations team to ensure CFCCA's venue is clean, safe and welcoming for audiences, artists, contractors and staff.

About CFCCA

Centre for Chinese Contemporary Art (CFCCA) is the leading authority on Chinese contemporary art in the UK, through our work we encourage conversation, spark debate and promote global exchange on contemporary world issues.

The organisation has a rich history of supporting both national and international audiences and also local communities to understand more about Chinese contemporary art, culture and society. We create meaningful encounters between artists and audiences through a lively public programme of exhibitions, artist residencies, engagement projects and events both on site and in partnership with other cultural institutions.

Founded in Manchester's Chinatown in 1986 as a festival of Chinese culture that aimed to bridge the gap between the UK and Chinese communities, CFCCA has evolved over three decades, three

venues and two name changes but has remained consistent in its mission to support emerging artists to originate, present and promote exceptional contemporary art.

We are a small but ambitious arts organisation, with a strong 'family' of volunteers, artists, schools and community organisations that have been instrumental in shaping our programme.

Our Venue

CFCCA is based in Manchester's lively Northern Quarter. As a vibrant artistic city, Manchester is home to a busy population of artists and creators and CFCCA is proud to be part of the area's thriving contemporary arts scene.

Our RIBA award-winning building houses 2 galleries, a purpose built residency studio and accommodation, offices and a shop. On the lower level of the centre, the Jasmine Suite offers a perfect setting for a wide range of functions and events.

Our Funding

CFCCA is an Arts Council National Portfolio Organisation (NPO) and is one of the highest funded visual arts organisations in the North West. Other support comes from a variety of sources, including partnership support, project grants and earned income from both UK and overseas sources.

For further information about CFCCA please visit our website: www.cfcca.org.uk

How to apply

To apply for the post please send a CV of no more than 2 sides of A4 and a statement outlining how you meet the person specification and how your experience relates to the job description. Please also include the names and contact details of 2 referees.

Applications should be clearly marked 'Front of House Assistant' and sent via email, with completed Equality Monitoring and Further Information forms, for the attention of Zoe Dunbar to:

zoe@cfcca.org.uk

CFCCA is an equal opportunities employer and welcomes applications from all sections of the community. Please complete our Equality Monitoring form and return with your application. All information is treated as strictly confidential in compliance with the Data Protection Act.

Key dates

The deadline for applications is **Monday 10th June**. Please note that late applications will not be accepted.

Interviews will take place at Centre for Chinese Contemporary Art on **Wednesday 19th June**.

Centre for Contemporary Chinese Art

Job Title:	Front of House Assistant
Hours of work:	Part time, 0.5 FTE (18.75 hours per week), permanent Includes weekend days.
Annual leave:	21 days per annum plus public holidays, pro rata. Increasing by 1 day for every year of service to a maximum of 25
Salary:	Assistant Grade, from National Living Wage up to £17,500
Responsible to:	Operations Manager

Job Purpose

To support CFCCA's vision to be the leading authority on Chinese contemporary art in the UK, furthering understanding of Chinese contemporary culture and creating meaningful experiences for audiences.

The Front of House Assistant will maintain excellent visitor services through supervising and supporting the front of house volunteer team to ensure a positive first experience of CFCCA for all visitors and carry out reception duties, including meeting and greeting visitors, answering telephone calls and responding to enquiries. The role will also support the Operations team to ensure CFCCA's venue is clean, safe and welcoming for audiences, artists, contractors and staff.

Key Areas of Responsibility

All roles within the CFCCA team work towards a common goal to support delivery of CFCCA's vision through 5 corporate objectives of Programme Excellence, Engagement, International Reach, Research, and Organisational and Financial Resilience. The Front of House Assistant supports delivery of these objectives through the following areas of responsibility:

Visitor experience

- Supporting the Operations Manager to champion our visitor experience and ensure a high quality visitor welcome through maintaining daily front of house procedures, making sure public areas are well presented and interpretation and marketing adequately displayed
- Carrying out reception duties with the support of volunteers including meeting and greeting visitors and answering telephone calls
- Supporting volunteers to ensure an effective visitor welcome, upselling retail and donations to support income generation and repeat visits.
- Handling shop sales and cashing up
- Handling calls, emails and face to face enquiries in a timely and informative manner
- Assisting with data entry, administrative tasks and research to support CFCCA's work
- Informing and enthusing visitors about CFCCA
- Coordinating the volunteer team to ensure the required quantity and quality of visitor questionnaires are collected and submitted weekly to the Marketing and Communications Co-ordinator
- Keeping the CFCCA team abreast of audience trends and feedback to inform future thinking

Volunteers

- Assisting the Operations Manager in recruitment, induction, supervision and training of the volunteer team supporting professional development and wellbeing
- Monitoring volunteer performance to include sickness/absence where appropriate
- Encouraging the team to be proactive in their welcome, promoting the engagement of visitors with CFCCA, upselling donations and events
- Providing feedback to the Operations Manager on the volunteer team's personal development, reporting any poor performance

Public and staff safety

- Assisting the Technical Co-ordinator in checking the building and public exhibition spaces for any maintenance issues, reporting problems and putting safety measures in place
- Taking action where appropriate, including refusing entry, evacuating visitors, alerting other staff and the emergency services to ensure the safety and security of staff, visitors, the building and its contents
- Ensuring first aid, incidents, accidents and near misses are immediately reported, logged and circulated as required
- Assisting the Operations Manager to ensure all staff are kept up-to-date with developments and updates on Risk Assessments and the evacuation plan making sure we are compliant at all times
- Assisting the Operations Manager in ensuring procedures for opening and closing the building and preparing its spaces are followed correctly

General Duties

- Covering weekend opening
- Performing all tasks in line with Equal Opportunities, Environmental and Health and Safety policies
- To be aware of the role and responsibilities of the Charity and Trustees
- Undertaking other duties as required and as commensurate with the level of responsibility

Where the post-holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable job redesign will be pursued.

Person Specification

All posts at CFCCA require:

- The right to work in the UK
- A high level of spoken and written English
- A good level of IT proficiency including Microsoft Office applications, and a willingness to develop your computer knowledge and skills as required to deliver your role
- A willingness to commit to CFCCA's policies as outlined in the staff handbook
- A commitment to promote CFCCA and its core activities, programme and objectives
- Reasonable flexibility in your working hours, depending on your role and subject to negotiation with you
- Proactive approach to team working, supporting and enabling others within a small but ambitious arts organisation

Essential:

1. Previous experience in a customer facing paid or voluntary role
2. Outgoing and confident with strong verbal communication skills
3. Proactive in your approach to work
4. Ability to work under your own initiative
5. Willing to learn
6. Cash handling experience
7. An active interest in contemporary arts
8. Willingness to work the indicated hours including evenings and weekends
9. Willingness to adhere to all of CFCCA's policies including Health and Safety and Equal Opportunities
10. Reliable with excellent time keeping and time management

Desirable:

1. Experience of working in a cultural venue
2. Experience of supervising volunteers
3. Knowledge of risk assessments, public and staff safety and safeguarding
4. Current valid First Aid at Work certificate
5. Experience as a Fire Marshal