

C F C C A
E O H O R
N R I N T
T N T
R E E
E S M
E P
O
R
A
R
Y

Centre for Chinese Contemporary Art Front of House Assistant

Job Description

Hours: 37.5 Full time (could be job share), includes weekend days.

Salary: Assistant Grade, £18 – 19.5k pa

Contract: Permanent

Location: Manchester

Main Purpose

Welcome to the CFCCA Front of House Assistant Recruitment Pack and thank you for your interest in the role.

Centre for Chinese Contemporary Art has been part of Manchester's flourishing cultural scene for almost 35 years. CFCCA is a gallery with a national role and international perspective that brings together the global and the local, providing a space for conversation, debate and cross-cultural exchange. We aim to challenge perceptions, cross perceived barriers and question dominant cultural norms.

We are seeking a Front of House Assistant to bring their experience and enthusiasm to ensure a positive first experience of CFCCA. The candidate will maintain excellent visitor services through supporting front of house volunteer team to carry out reception duties,

including meeting and greeting visitors, answering telephone calls and responding to enquiries. The role will also support the operations and commercial team to ensure CFCCA's venue is clean, safe and welcoming for venue hires, communities and audiences, artists, contractors and staff.

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

About CFCCA

Founded in Manchester's Chinatown in 1986 as a festival of Chinese culture to bridge the gap between Chinese and non-Chinese communities, CFCCA has evolved over three decades, three venues and two name changes but has remained consistent in its mission as a charity, to support emerging artists of predominantly Chinese heritage to originate, present and promote exceptional contemporary art.

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 and educational institutions. We are a small and ambitious arts organisation characterised by a strong family of volunteers, artists, schools, universities and community organisations that have been instrumental in shaping our programme.

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 two galleries, a purpose-built residency studio and accommodation, offices, a shop and a meeting space known as the Jasmine Suite for events and external hires.

CFCCA holds the following organisational values: Inclusivity, being Purpose/Goal driven, Respect, Collaboration and Creativity. All roles within the CFCCA team work towards a common goal to support delivery of these values as well as CFCCA's Vision, Mission and Purpose while ensuring that customer care and visitor experience is of the highest quality.

General Responsibilities

Visitor experience

- Supporting the community, curatorial, operations and commercial teams 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, handling enquiries and answering telephone calls
- Handling shop sales and cashing up
- Assisting with data entry and administrative tasks
- Championing visitor surveys and keeping team abreast of audience trends
- Supporting community activities and events on site

Public and staff safety

- Assisting the Technical Co-ordinator in checking the building and public exhibition spaces for any maintenance issues, reporting problems promptly
- 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 commercial hire of venues and ensuring procedures for opening and closing the building and preparing its spaces are followed correctly
- Ensure COVID-19 Secure measures are adhered to

Volunteers

- Supporting the volunteer team to be proactive in their welcome, promoting the engagement of visitors with CFCCA and our work
- Supporting volunteers to ensure an effective visitor welcome, informing and enthusing visitors about CFCCA

General Duties

- Covering Saturday opening of the building
- Performing all tasks in line with Equal Opportunities, Environmental and Health and Safety policies
- Undertaking other duties as required and as commensurate with the level of responsibility

Person Specification

Essential

- Enthusiastic and confident with a hands-on attitude
- Good communicator who enjoys engaging with diverse groups of people
- Ability to work under your own initiative as well as part of a team
- Good IT skills with the ability to pick up new skills quickly
- Reliable with excellent time keeping and time management
- Commitment to championing inclusivity, equity and diversity
- An active interest in contemporary arts and Chinese arts and culture

Desirable

- Fluent in Mandarin or Cantonese
- Experience of working in a cultural venue
- Experience of supervising volunteers
- Knowledge of risk assessments, public and staff safety and safeguarding
- Current valid First Aid at Work certificate
- Experience as a Fire Marshal

Terms and Conditions

- There will be a one-month probationary period for this position, during which your notice period will be 1 week. The notice period will increase to 1 month once the probationary period is complete.
- Candidates must have the right to work in the UK

Staff benefits

- 21 days per annum plus 8 public holidays adjusted on a pro rata basis increasing by 1 day for every year of service to a maximum of 25. Further holiday entitlement is gifted annually over Christmas closure periods.
- Cycle to work scheme and childcare vouchers via salary sacrifice
- Access to a free 24hr Employee Assistance programme operated by CFCCAs HR consultant Peninsula Group
- Commitment to supporting personal development offering organisation-wide training along with individual professional development opportunities

How to apply

To apply for the post please submit a CV and expression of interest which should be no more than 2 sides of A4 and that outlines how you feel you meet the person specification and how your experience relates to the job description. Applications should be clearly marked 'Front of House Assistant' and sent via email along with a completed Equality Monitoring and Further Information form for the attention of Thanh Sinden to:

office@cfcca.org.uk

CFCCA is an equal opportunities employer and welcomes applications from all sections of the community. All information is treated as strictly confidential in compliance with the Data Protection Act.

Key dates

The deadline for applications is **18 October 2021, 12 noon**.

Interviews will take place on **25 October 2021** and will take place virtually via Zoom.

Equality Diversity and Inclusion

CFCCA is an equal opportunities employer and welcomes candidates from all backgrounds and sectors of society. We value difference and recruit on merit based on fair and open competition. During recruitment, the selection panel will shortlist based on what qualities, skills and experience you may bring to the role.

We encourage you to apply no matter what your ethnicity, age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation. Due to the nature of our work, we particularly welcome applicants of Chinese heritage.

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.

We will support any access requirements candidates may have during the recruitment process and ensure that reasonable adjustments are in place as required by the Equality Act 2010. Please complete our Equality Monitoring and Further Information forms and return with your application. All information is treated as strictly confidential in compliance with the Data Protection Act.