



Visitor Services Assistant (Casual) Job Application Pack





Introduction

Thank you for your interest in the Visitor Services Assistant role at artsdepot.

Before you submit your application, please read the information included here carefully. These notes are intended to help you make the most of your application.

artsdepot strives to be an equal opportunities employer. We are committed to having a workforce that is representative of the community it serves at all levels of the organisation. We actively encourage applications from all backgrounds and sections of the community.

We look forward to receiving your application.

About artsdepot

artsdepot is an award-winning multi art form venue and cultural hub in North London. Our venue incorporates a 395 seat main theatre, 150 seat studio theatre, gallery, Creation Space, dance, drama and art studios, café and bar and other public spaces.

Every year, we welcome over 162,000 people to watch, learn or be inspired by our programme of shows and events.

We are host to undergraduate performing arts college London Studio Centre, who have a suite of studios and facilities both on and adjacent to our site.



How to Apply

Please make sure you have read fully the Job Description (including person specification) below and accompanying information. The principal responsibilities of the post are listed. This is not an exhaustive list, but the job description gives an idea of the purpose and scope of the role.

Person Specification

The experience, knowledge and skills listed are required for the effective performance of the post; demonstrated through workplace, voluntary work or alternative experience. It is helpful if you go through the person specification and tell us in your covering letter exactly how you meet it.

To apply, please email your CV and covering letter (max 1 side of A4), along with the Equal Opportunities Form (downloadable from our website) to **recruitment@artsdepot.co.uk**, or post it to Recruitment, artsdepot, 5 Nether Street, Tally Ho Corner, North Finchley, N12 0GA. Alternatively, if you wish to submit your application in another format (video, audio recording) please email recruitment@artsdepot.co.uk.

Successful shortlisted applicants will be invited to an interview at artsdepot, 5 Nether Street, Tally Ho Corner, North Finchley, N12 0GA.

If you would like more support with access requirements, or if you would like to have an informal chat about the role, please contact Zoe by email at recruitment@artsdepot.co.uk or on 020 8369 5454.



The Shortlisting Process

Shortlisting is carried out purely on the information contained in your CV and covering letter. Candidates are assessed against the attributes of the person specification, and if these are not met, or if there is insufficient detail to make a judgement, the application is rejected.

Equal Opportunities Commitment and Monitoring

artsdepot is committed to encouraging diversity and eliminating discrimination. Our aim is that our workforce will be truly representative of all sections of society and that each individual feels respected and able to give their best.

As part of our commitment to developing our workforce to be reflective of our communities we are particularly encouraging of applications from individuals who are ethnically diverse, disabled, LGBTQI and from lower socio-economic backgrounds.

Please include a completed Equal Opportunities monitoring questionnaire with your application. This can be downloaded from artsdepot's website. When the applications are received, these questionnaires are removed before any decision on shortlisting is made.



Working at artsdepot

Working as a Visitor Services Assistant at artsdepot requires you to provide great customer service, show initiative and be adaptable to working in different spaces around the building. We host a variety of shows which means you will need to learn about the running of each show at the start of every shift, so reliability is very important.

The role will often involve working within a dark theatre, using a radio to communicate with colleagues and potentially lead a fire evacuation – as well as many other responsibilities.

artsdepot has over 90 permanent and casual staff. In most instances you will work alongside 5 other VSAs and a Duty Manager.

You will be required to work days, evenings, weekends and some public holidays as well as a minimum of 3 shifts during the period of 26 – 31 December.

This opportunity

This role is a brilliant opportunity to work in a fun, friendly and dynamic team.

We are a forward thinking and agile organisation with a small but committed, driven and enthusiastic team. This role is a great opportunity for someone who loves working with a broad range of people and communities and is enthusiastic about delivering excellent customer service.

Job Description

Visitor Services Assistant (Casual)

artsdepot is looking for Visitor Services Assistants to deliver excellent customer service and ensure a pleasant and safe visitor experience. Working as Visitor Services Assistant you will be the first point of contact for our patrons. This role primarily involves ushering duties to ensure that our visitors have a positive and enjoyable experience. Helping to prepare theatres and spaces for performances and events, checking audience tickets and enabling their smooth movement in and out of the theatres you will play a key role in making our events run successfully.

artsdepot is a leading multi art form venue and cultural hub in north London. Our venue incorporates a 395 seat main theatre, 150 seat studio theatre, gallery, Creation Space, dance, drama and art studios, café and bar and other public spaces.

Every year, we welcome over 162,000 people to artsdepot. Our Visitor Services team is responsible for the day to day running of our visitor facing operations and to ensure that we provide a good standard of customer care. Our dedicated team of Visitor Assistants are an essential part of the Visitor Services Department.

Reports to: Duty Managers & Senior Duty Manager.

Responsibilities include:

Customer Service

- To be customer focused at all times and act as a public face of artsdepot.
- Deliver a comprehensive service to all artsdepot customers.
- To work at stewarding positions, on merchandise retail points or undertake other duties at the venue and occasionally at other locations.
- To help patrons locate their seats and assist those with access needs.
- To be friendly and positive in all dealings with the public.
- To ensure that the visitor areas are welcoming, presentable and safe.

Customer Service (continued)

- To attend briefings, meetings and training as requested.
- To assist with special events and additional duties as needed.
- To be aware of and follow all Visitor Services Procedures.
- Represent artsdepot with external stakeholders and the wider arts community, building constructive relationships to further the work and profile of artsdepot.
- To maintain open communication with all users of the building.

Merchandise / Catering

- To accurately record and process programmes, ice-cream and merchandise sales as required ensuring all payments are handled in line with operating procedures.
- To learn various aspects of the in-house software, to handle cash and create end-of-day reports.

Health and Safety

- To assist in the safe evacuation of the building.
- To assist in ensuring the safety of visitors and the security of artsdepot is maintained.
- To monitor and ensure compliance with health and safety regulations, address any potential hazards, and report issues to the Duty Manager.

Personal Specification

Essential

- Excellent communication skills with self-confidence to represent artsdepot to a wide range of customers.
- Experience of providing high quality customer service.
- Ability to deal effectively and with empathy with all users of artsdepot.
- Energetic and friendly with a high level of enthusiasm.
- Ability to work under pressure with good time management.
- Willingness to work flexibly which will require evening and weekend work; all roles will involve working on a 7day rota including evenings, public holidays and weekends.
- Passionate about live performance and the arts in general.

Desirable

- Experience of similar environment or venue.
- Relevant Stewarding, Catering or Box Office experience.
- Understanding of the principles of Health & Safety.

Equal Opportunities

- Ensure the intentions and requirements of artsdepot's Equal Opportunities, Race Equality Action plan, Access policies and Safeguarding policies are applied personally and by staff in the department.

CONDITIONS OF SERVICE

- The salary is £11.44 per hour plus holiday pay (£12.82 per hour inclusive of holiday pay).
- Regular opening hours of artsdepot are 8.30am until 11pm, seven days a week, with later openings on occasion. You will be required to work days, evenings, weekends and some public holidays as well as a minimum of 3 shifts between 26 – 31 December 2024. Normal working hours will be specified in advance by the Line Manager.
- The Job Description outlines the duties required of this post to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility outlined. You may be required to help other departments at times.
- Job is subject to references.

The job description for this position may be amended to incorporate the future needs of artsdepot.

Detailed terms and conditions will be outlined in artsdepot's staff handbook.



Photos are from artsdepot activities between 2018 and 2020 including: **TogetherFest** and **MINE**, and performances including: **This Time** by Ockham's Razor, **Ready Steady Lift Off** by A Line Art, **All Wrapped Up** by Oily Cart, **Thrive** by Zest Theatre.

Photography by **Becky Dann, Katie Burse, Andrew Twesigye**
and **James Berry**.

arts depot