

DANCEEAST

**ASSISTANT CUSTOMER
SERVICES MANAGER**

CANDIDATE BRIEFING
AUGUST 2017



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**JERWOOD
DANCEHOUSE
IPSWICH**

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01473 295230
DANCEEAST.CO.UK

DanceEast is the home for dance in the east of England. It provides extraordinary dance performances, life-affirming participatory opportunities for all, and a world-class environment for artists at all stages of their careers.

DanceEast presents a diverse programme of performances that includes national and international dance artists and companies, emerging artists and young people. A range of support is provided for artists at all stages of their career, including an Associate Artists scheme and a Choreographic Development Fund. Initiatives such as MOKO Dance work in partnership with other national venues to develop the breadth and appeal of dance for young people and families. DanceEast is also a partner in the National Dance Network and the European DanceHouse Network, both of which work to increase opportunities for artists and audiences.

DanceEast runs approximately 50 classes each week in various dance styles for fun, fitness and professional development. DanceEast is also home to one of ten Centres for Advanced Training in Dance supported by the Department for Education to enable young people with exceptional potential in dance to work towards a professional career.

DanceEast maintains its commitment to rural communities across East Anglia, running programmes and projects in schools, health and community settings in and beyond Ipswich. Community performance groups promote training, creative and performing opportunities for young people across the county.

DanceEast works in education and community outreach involving people of all ages and abilities and takes dance to urban and rural communities. In 2016/17 there were approximately 43,000 attendances in participatory activities throughout Suffolk and the East of England.

DanceEast supports innovation and the development of new dance work by artists, whether it is training, creation or performance. 2015/17 Associate Artists included: Alexander Whitley; Rosemary Lee; Anna Williams and UNIT (Tom Hobden & Kate Flurrie). A new cohort of associates will join the organisation in 2017/18.

DanceEast is a registered charity and company limited by guarantee and is grateful for the support of Arts Council England, Suffolk County Council and Ipswich Borough Council, a range of trusts and foundations and the many individuals who all contribute to the vibrancy of DanceEast's extensive programme of excellent dance experiences.

DanceEast has an annual turnover of approximately £1,600,000. The Jerwood DanceHouse comprises 4 dance studios, a studio theatre, offices and meeting rooms and café. DanceEast has a staff team of 45 full-time and part-time staff, including a number of core tutors.

Further information about DanceEast can be found at: www.danceeast.co.uk

Assistant Customer Services Manager

Job Description

(Approximately 18 hours per week, primarily evenings and weekends)

Introduction

DanceEast is one of the UK's leading dance organisations with an outstanding international reputation. It provides opportunities for everyone to engage with great dance and presents a programme of work that champions excellence, engages the public and inspires artists.

DanceEast has an ambitious and exciting 3-year strategic plan aimed at developing audiences and participants for its wide range of activities in the state of the art Jerwood DanceHouse in Ipswich and beyond. The Assistant Customer Services Manager will play a key role in delivering this strategy

Purpose of Post

The main objectives of the post are:

- To maintain excellent standards of Customer Service and Duty Management
- To assist the Customer Services Manager with the management of day to day operations of the Box Office and Reception
- To play an active part in the promotion of all DanceEast events and messages
- To act as Duty Manager for performances and events

Key Relationships

The postholder will report to the Customer Services Manager and be responsible for Front of House Assistants; Volunteer Ushers; and Tutor Assistants. The post holder will work closely with the Communications & Development team; and the Operations and Creative Teams.

Principle Responsibilities

Sales & Promotion

- Maximising tickets sales online and offline
- Actively promoting DanceEast, the Jerwood DanceHouse and all its activities
- Processing tickets, forms and payments for classes, performances, workshops
- Ensuring all sales enquiries are dealt with in a friendly, knowledgeable manner
- Having a good understanding about DanceEast and be knowledgeable about all forthcoming events
- Ensuring key messages, as identified with the Head of Communications & Development, are communicated clearly to the public
- Assisting with monitoring and reviewing ticket pricing strategies
- Assisting with the production and interpretation of sales reports, data and analysis for internal papers and external organisations

Customer Care

- Assisting with maintaining the Box Office as a friendly, accessible and welcoming environment for everyone, and that first impressions are exemplary
- Ensuring the team delivers excellent customer service to all visitors at all times
- Ensuring clear two-way communications with customers; providing relevant information updates, dealing courteously and efficiently with all enquiries, and encouraging feedback, forwarding to relevant staff
- Maintaining up to date print and promotional displays

Box Office procedures and systems

- Assisting the Customer Services Manager with the management of Spektrix ticketing system; including setting up events, customer relationship management, data records and protection
- Assisting the Customer Services Manager with the maintenance of computers, ticket printers and phone system
- Opening, closing and cashing up of Box Office terminals
- Working knowledge and understanding of venue space booking system
- Complying with The Data Protection Act and DanceEast policies

Staff Management

- Supporting the Customer Services Manager with the training of the Customer Services team and supporting them
- Assisting with organising of staff rotas to ensuring appropriate staffing levels
- Ensuring the team are aware of and contribute to internal communications
- Briefing Customer Services staff on all performances, activities and in-house activities
- Assisting the Customer Services Manager with the recruitment and management of the team of volunteers

Other Activities

- Working closely with the Communications & Development team to deliver consistent brand messages and positive PR stories to customers, and identifying and sharing information about potential donors and corporate businesses
- Working with the Communications & Development team to ensure all press nights and fundraising events run smoothly
- Duty Managing and being responsible for the building, customers, staff and volunteers, adhering to health and safety and security policies
- Working with other departments to ensure all use of space, including hires, run efficiently
- Acting as an appointed First Aider (training will be provided, where required)
- Ensuring excellent internal communications between the team and all other staff
- Following Health & Safety and security procedures for the building and promoting these amongst Customer Services staff
- Attending events and training as required
- To undertake other duties as may be reasonably required.

Person Specification

Attributes

Essential

- An attention to detail with a commitment to achieving excellent standards
- The ability to remain calm under pressure
- An outgoing and positive personality
- Articulate with proven interpersonal and communication skills.
- Be highly self-motivated
- Be a creative thinker and problem solver
- Proven team player, with a flexible approach to work.

Qualifications and Experience

Essential

- Experience of dealing with the public
- Experience of working in a customer facing role
- Experience of managing staff and organising rotas

Desirable

- A working knowledge of ticketing system, ideally Spektrix
- First Aid qualification
- Current clean driving licence

Knowledge and Skills

Essential

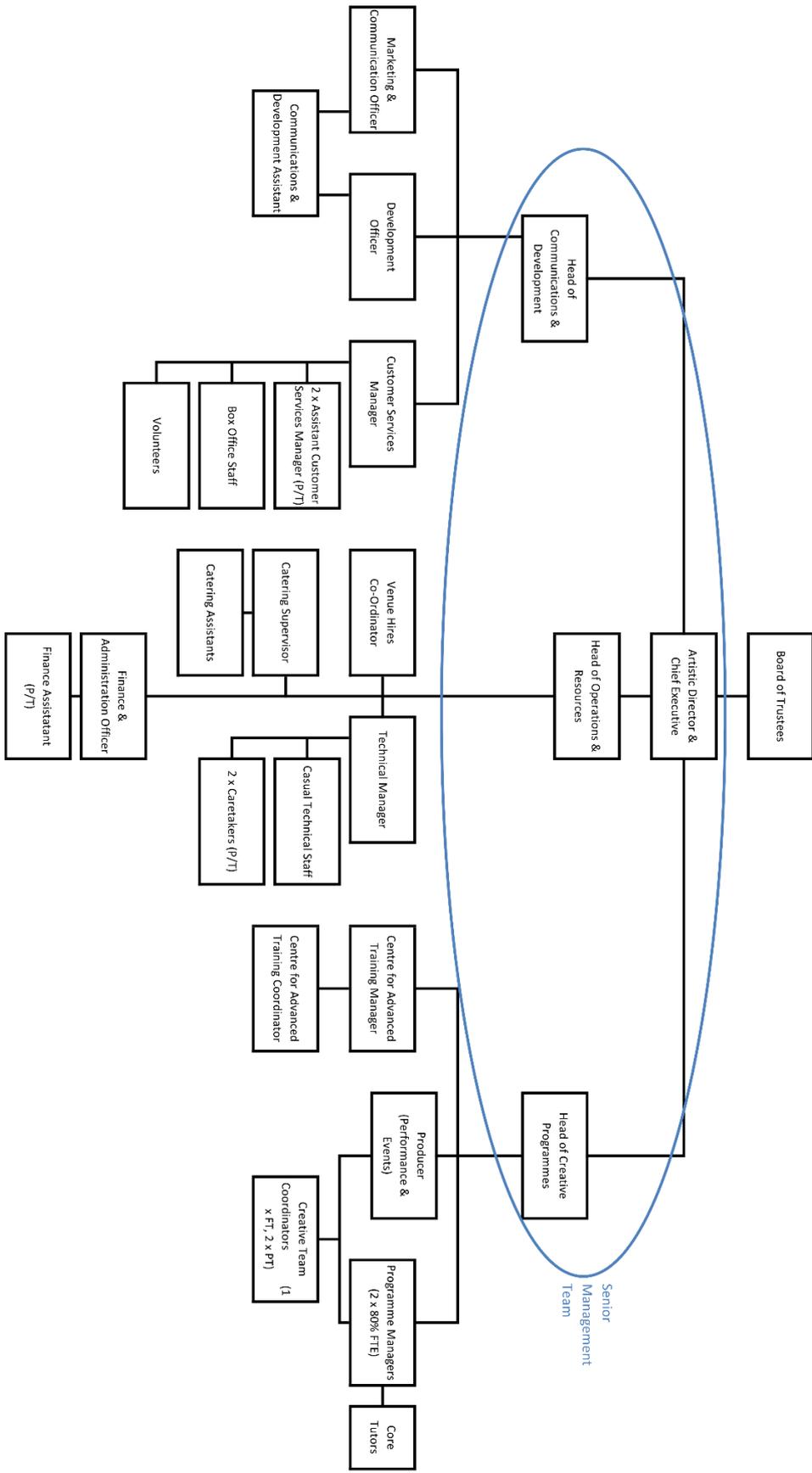
- Excellent ICT skills, including being highly competent with Microsoft Office, and keen to develop new skills as the post requires
- A high standard of organisational skills
- The ability to prioritise effectively
- Proven customer service skills
- Experience of setting and managing budgets and other financial processes
- Knowledge of, and an interest, in the performing arts, especially dance

Terms & Conditions

Responsible to:	Customer Services Manager
Hours of Work:	18-22 hours per week
Working Hours:	Due to the nature of this post, hours of work will be primarily evenings and weekend, although occasional daytime work will be required to cover sickness and annual leave, as necessary.
Holiday Entitlement:	20 days paid holiday per year pro-rata, increasing to 25 days per year pro-rata after two years of continuous employment; plus 8 days bank holidays pro-rata.
Probation period:	Three months.
Notice Period:	One week during probation period, rising to one month after successful completion of probation period.
Pension Scheme:	Should you meet the required criteria, as laid down by legislation, you will automatically be enrolled into a qualifying workplace pension scheme in which both yourself and DanceEast, as your employer, will make monthly contributions to. You do have the option to opt out of the scheme if you wish to.
Salary scale:	£8.77 per hour
Additional Benefits:	Complimentary tickets for DanceEast productions and classes (subject to availability); Training and development opportunities; Staff discount at the DanceHouse café; Childcare vouchers (by means of a salary sacrifice scheme).
Additional Info:	The postholder will be subject to an Enhanced DBS Check on commencement of their employment, and at regular intervals during their employment.

**This job description is a guide to the nature of the work required of this position.
It is neither wholly comprehensive nor restrictive.**

Organisational Structure



Making an application

Applications should be made on the enclosed Application Form.

Please follow the instructions on the Application Form carefully. This pack contains the key information needed to make an application, and potential candidates are advised to visit the website for further information: www.danceeast.co.uk

Further information about the area can be found at:

www.allaboutipswich.com

www.visitsuffolk.com

www.ipswich.gov.uk

www.suffolk.gov.uk

www.artscouncil.org.uk

The Application Form and Equal Opportunities Monitoring Form should ideally be completed electronically and emailed to HR@danceeast.co.uk; or sent by post to Bill Armitage, Head of Operations & Resources, Jerwood DanceHouse, Foundry Lane, Ipswich IP4 1DW, marked "Private and Confidential".

Please note that CVs will only be considered when attached to a fully completed Application Form.

The deadline for receipt of applications is 12.00 noon, Monday 4th September. Applications received after this time will not be considered. Successful applicants will be invited to interview at the Jerwood DanceHouse, Ipswich on Tuesday 12th September, and candidates should be available on this date.

Cover photo: Scottish Dance Theatre by Brian Hartley



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ENGLAND**



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