

DANCEEAST

Front of House Assistant

Job Pack
October 2016



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**JERWOOD
DANCEHOUSE
IPSWICH**

FIND OUT MORE
01473 295230
DANCEEAST.CO.UK

DanceEast is the curator of the Jerwood DanceHouse the home of Dance in the east of England. Championing excellence in both its artistic programme and service delivery, Dance East has created a package of activities that are simultaneously artist centered and audience friendly.

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 Associate Artists. 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 classes 6 days per week in various dance styles for fun, fitness and professional development. DanceEast is also home to one of nine Centres for Advanced Training in Dance supported by the Department for Education to enable young people with exceptional potential in dance to work towards becoming a professional dancer.

DanceEast maintains its commitment to the rural communities of East Anglia, running programmes and projects in schools, health and community settings in and beyond Ipswich. Community performance groups and regular performance opportunities 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 2014/15 there were almost 64,000 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. For 2016/17 Associate Artists include Anna Williams; Alexander Whitley; Rosemary Lee; and UNIT (Tom Hobden & Kate Flurrie).

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 had an annual turnover of approximately £1,800,000. The Jerwood DanceHouse comprises 4 dance studios, a studio theatre, offices and meeting rooms, a retail outlet 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

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.

The Front of House team plays a crucial role in promoting DanceEast and its year-round programme of activities, developing audiences and supporting the fundraising aims of the organisation.

Purpose of Post

The main objective of the post is to be a friendly welcoming face, promote the work of DanceEast, maximise sales and participation, support income generation and maintain the highest levels of Customer Care.

Key Relationships

The post holder reports directly to and is managed on a day to day basis by the Customer Services Manager. The post holder will liaise closely with all staff, particularly the Communications & Development, and Creative Teams.

Key Tasks & Responsibilities

Being the first point of contact in the building for enquiries and visitors; selling tickets over the counter and on the telephone for a busy class, course, performance and events programme; operating the telephone switchboard; responding to DanceEast's public enquiries email line; utilising Spektrix ticketing system, supporting communications and development campaigns, and assisting with general administration. The post holder will occasionally perform Duty Management responsibilities as required including opening and closing the DanceHouse; as well as acting as Fire Warden and appointed First Aider

Customer Care

- Maintaining the Jerwood DanceHouse reception as a friendly, accessible and welcoming environment for everyone
- Being the first point of contact to the building for all visitors, staff, volunteers and service users
- Ensuring the best levels of customer care at all times
- Dealing courteously and efficiently with visitor, email and phone enquiries and bookings, whilst continuously maintaining outstanding and friendly customer service
- Checking print and promotional displays are kept up to date
- Dealing with customer comments and complaints in an appropriate manner and forwarding to relevant staff as required

Sales & Promotion

- Maximising tickets sales and actively promoting DanceEast, the Jerwood DanceHouse and all its activities, cross-selling, up-selling and encouraging customer donations
- Processing the sale of tickets, and payments for all classes, courses, performances, workshops and all other events
- Responding to customer queries in a friendly and knowledgeable manner
- Providing an efficient and productive booking system for the public, including counter, phone and online sales
- Having a good understanding about DanceEast, its ambitions and plans, and all forthcoming events

Box Office procedures and systems

- Cash handling, including cheques and debit/credit card payments
- Financial control of income, including daily reconciliation of takings
- Collating, updating and accurately recording customer details in a computerised database
- Logging and responding to customer feedback
- Complying with The Data Protection Act and DanceEast policies
- Answering the switchboard telephone; handling enquiries, transferring calls, taking messages and responding to voicemail messages as required
- Opening and closing, in a timely manner, the Box Office and foyer areas

General

- To be a friendly and welcoming customer facing representative for DanceEast
- To gather customer data on Spektrix and ensure completion of registers, informed consent and media release forms
- To ensure that registers are ready and available for tutors at the start of their session
- To ensure that tutors and assistants complete a record of attendance or time sheet for classes taught
- Maintain a clean and tidy box office and reception area at all times
- To observe the highest standards of customer care and to work within DanceEast's Equal Opportunities Policy

Other Activities

- Working with the Communications & Development team on initiatives and promotions
- Working with the Creative Team and other departments to ensure all use of space, including hires, run efficiently
- Attending meetings, events, performances and training as required
- To observe basic health and safety regulations, to know the location of the first aid box and accident/incident report logs, to be aware of the assembly points and emergency and evacuation protocol in case of fire or fire drill.

Person Specification

Attributes

- **Commitment to delivering excellent standards of customer care**
- **Keen interest in dance & the arts**
- **Excellent communication and interpersonal skills at all levels**
- **A calm, efficient, friendly and approachable manner**
- **Reliable, responsible and conscientious**
- **An outgoing and positive personality**
- **A self-starter and motivated team player, who is confident working both as part of a team, but is also able to work alone and use their own initiative**
- **Ability to prioritise and multi-task effectively**

Qualifications and Experience

Essential:

- **Strong IT skills including Microsoft Office programmes, email, web and social media**
- **Experience of effective team working with colleagues**
- **Excellent administrative and strong organisational skills**
- **Attention to detail**

Desirable:

- **Previous sales & marketing experience**
- **Previous experience of working within an arts venue/organisation**
- **Previous experience of using a computerised box office or CRM system**
- **Previous Duty Management experience**
- **A First Aid qualification**
- **Experience of cash handling and credit/debit card operations**
- **Current clean driving licence**

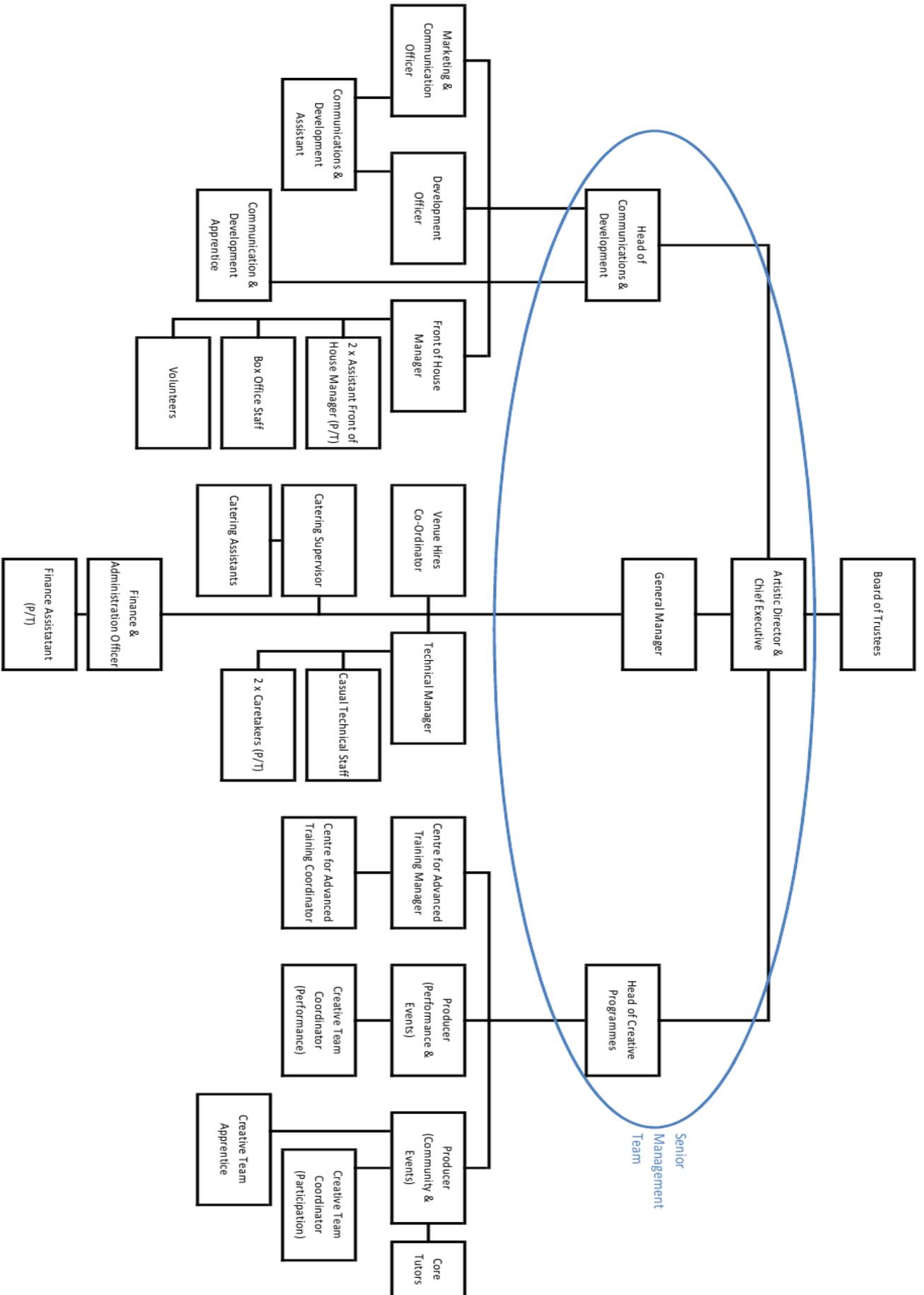
Terms & Conditions

- Responsible to:** Customer Services Manager
- Hours of Work:** 75-85 hours per month.
- Working Hours:** The DanceHouse opening hours are variable; but the regular pattern of shifts fall between 8.30am and 10.00pm, Monday to Sunday. There is an expectation of flexibility to work different shift patterns across these hours. Staffing rosters are compiled one month in advance as standard.
- Rate of Pay:** £14,534pa pro-rate (£7.4533 per hour).
An additional payment of £0.92 per hour will be made for all hours worked as the designated Duty Manager.
- Holiday Entitlement:** 20 days paid holiday per year, pro-rata, increasing to 25 days pro-rata after two years of continuous employment; plus 8 days bank and public holidays, pro-rata
- Probation period:** 3 months
- Notice period:** One week during probation period, rising to one month after successful completion of probation period
- Pension Scheme:** Automatically enrolled into a qualifying workplace pension scheme in which both the employee and DanceEast will make monthly contributions to. The employee has the option to opt out of the scheme if preferred.
- 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).

The post holder 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 may be found at:

www.ipswich.gov.uk

www.suffolk.gov.uk

www.artscouncil.org.uk

The form should ideally be completed electronically and emailed to HR@danceeast.co.uk; or sent by post to Bill Armitage, General Manager, Jerwood DanceHouse, Foundry Lane, Ipswich IP4 1DW, marked "Private and Confidential".

The deadline for receipt of applications is 12.00 noon, Monday 31st October. Applications received after this time will not be considered. Successful applicants will be invited to interview at the Jerwood DanceHouse, Ipswich on Friday 4th November, and candidates should be available on this date.



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