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| **South Kesteven District Council Job Description** |

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| **Job title**: **Casual Arts &** **Publicity Assistant – Stamford Arts Centre** | |
| **Work base**: Stamford Arts Centre, 27 St Mary’s Street, Stamford, Lincs PE9 2DL | **Service/team**: Cultural Services |
| **Salary**: £8.53 per hour plus rolled up holiday allowance | **Hours**: Working 9.30am to 4.30pm, Wednesday to Friday with **flexibility** to cover some evening and weekend box office shifts. Week by week arrangements will be in accordance with business requirements and by agreement with your line manager, subject to your right not to work more than 48 hours per week unless by agreement. |
| **Work Style**: Flexible in Building | **Date**: March 2017 |
| **Contract type:** Casual | **DBS Check:** This post does not require a DBS check |

**1 Job context and purpose**

You will have a flexible approach to hours and duties to assist us with the day to day running of the arts centre, to provide effective publicity for events/services at the Stamford Arts Centre and for events elsewhere in the district promoted by Cultural Services. Assisting with local distribution of posters and fliers, updating websites, databases, research, creating e-shots, direct mail and poster displays, ensuring that front of house displays and visitor information is up to date and attractive at all times, assisting frontline with box office as required with customer satisfaction as the primary aim.

**2 Main duties**

Publicity

Co-ordinate and control the distribution of all Arts Centre publicity, maintain attractive front of house and town displays and personally distribute Arts Centre publicity to local libraries, shops, hotels & do mail outs.

Assist with developing and executing marketing activity to increase engagement in the arts. Create posters for display and imagery for social media.

Order film & theatre publicity and source images for brochures and websites, contact theatre companies for brochure copy and create engaging direct mail, posters and e-shots.

Adding content to the website, ensuring its up‐to‐date, accurate and engaging, sourcing images and enhancing our social media presences including sourcing contributions of content from across the organisation, theatre companies, audience and community.

Go out in to the community to cultivate contacts and partnerships with local organisations and groups who can benefit from access to our arts offer.

Arts Administration

Assist with the organisation of our workshops and activities programme for Adults, Children and Families.

Assist with the administration and promotion of exhibitions, room hire & memberships.

Create events on our computerised box office system.

Assist with producing Education Packs to support the promotion of shows and create contacts with teachers.

Use the Centre’s computerised box office system to maintain databases of individuals, groups and schools for targeted offers. Maintain attendance statistics as required

Box Office

Provide evening and weekend cover for box office as required, sell and reserve tickets to Arts Centre customers face to face, via the telephone through direct mail requests and process bookings made on the internet as required.

At busy periods assist with selling refreshments for films, taking tickets and general front of house duties.

**3 Corporate Responsibilties**

* To work with diverse communities and people to support their access for involvement and to services.
* To promote equality of opportunity.
* To be clear about performance targets and actively contribute to their achievement.
* To take responsibility for own personal development.
* Embrace and promote the Council’s priorities.
* Adopt the values and behaviours of the behavioural framework
* Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people and vulnerable adults.

**4 Contacts and relationships**

Responsible to the Audience Development/Box Office Supervisor and Team Leader.

To assist in the day to day running of the Stamford Arts Centre and work on any other Cultural Services activities as required.

**5 Work Style**

**FLEXIBLE IN BUILDING**

Don’t necessarily have to sit with the same people all day – everyday, they can visit colleagues of use e-mail or telephone to communicate

**6 Political Restriction**

This job is not politically restricted.

**7 Other Duties**

You may be required to perform duties other than those given in the job description for the job. The particular duties and responsibilities attached to jobs may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

**8 Authority to work in the UK**

You must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided by you as proof of identity are retained for our records, by providing these proofs the council will treat this as your consent for this to happen.

**PERSON SPECIFICATION**

The person specification details the essential and desirable personal criteria which the job holder should possess in order to be able to successfully perform the job. Candidates will be assessed through application (A), Interview (I) and testing (T), where relevant.

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| **KEY CRITERIA** | **JOB REQUIREMENTS** | **Essential or desirable** | **Assessment By**  **A/I/T** |
| **Behaviours** | * Manages time effectively and delivers against agreed objectives * Communicates clearly using straightforward language * Able to work with others to get the job done well * Evidence of continuous learning * Treat all individuals with respect and dignity | **E**  **E**  **E**  **E**  **E** | **A/I** |
| **Skills** | * IT literate (Windows XP, Publisher, Photo Editing, Basic Web Design) * Cash handling * Effective customer care skills * Ability to meet deadlines * Creative skills | **D**  **E**  **E**  **E**  **E** | **A/I/**  **A/I/**  **A/I/**  **A/I/**  **A/I/** |
| **Qualifications** | * Good standard of education * Well-prepared and informative application | **E**  **E** | **A/I/**  **A/I/** |
| **Experience** | * Experience in publicising arts events * General sales & customer facing experience * Previous experience in a similar environment/role | **D**  **E**  **E** | **A/I/**  **A/I/** |
| **Aptitudes** | * Total flexibility in terms of hours and duties * Demonstrate evidence of general enthusiasm and understanding for the arts * Willingness to undertake further training * Ability to remain calm under pressure * Willingness to work in the evenings and at weekends * Effective team worker. | **E**  **E**  **E**  **E**  **E**  **E** | **A/I/**  **A/I/**  **A/I/**  **A/I/**  **A/I/**  **A/I/** |

**WHAT WE EXPECT OF EACH OTHER**

**Deliver Council’s goals and priorities:**

* We are crystal clear about our goals
* We are clear about out priority actions to deliver our goals
* We stick to our priorities and goals
* We consistently deliver what we have agreed

**Communicate to build the team:**

* We pick up the phone or go to see colleagues whenever possible
* We value each other
* We spend less time in formal meetings, the meetings we attend will be structured and have actions resulting from the conversations we have.
* We will endeavour to make decisions more quickly and be more responsive
* We use straight forward language and are clear in our communications
* We say “we” rather than “they” when talking about Council issues
* We build strong relationships with whoever we need to, to get the job done

**Challenge to improve:**

* We challenge the way we do things in order to make things better
* We have the confidence to make changes to improve our work
* We set clear expectations for performance and hold people to account
* We address poor performance where we need to within our framework
* We are a learning Council and go out of our way to seek out best practice

**Action and Accountability:**

* We have an agreed framework of policies and processes
* We take action to deliver our priorities, working how we want within the agreed framework
* We take responsibility for driving delivery of agreed plans without referring upwards or waiting to be chase
* We err on the side of action, we get on with things until someone says “no” rather than waiting for someone to say “yes”

**Respond to customers:**

* We know who our customers are both external and internal
* We listen to our customers and make decisions based on their needs
* We put ourselves in our customers’ shoes
* We do not pass the buck when something goes wrong for customers
* We are honest when we get things wrong and learn from the feedback people give us.

**Leadership:**

* Inspires and leads teams by providing clear direction to achieve excellence
* Champions change and improvement focussed on the council’s priorities
* Managers work to make best use of resources to deliver the council’s priorities

**Development:**

* Demonstrates a commitment to their own and others’ development to promote a learning organisation