



## **Visitor Experience Assistant** **Fixed term, part time**

17 hours per week for 12 months:

Usually Friday 9-4.30, Saturday and Sunday 10.30 – 3.30 but a degree of flexibility to work occasionally at other times would be helpful

£10.90 per hour (£11.44 from April 1)

We are looking for a new assistant to help look after the centre's facilities and visitors during opening hours:

- to care for the centre's spaces and make them comfortable, inviting and inspiring
- act as key-holder and responsible person on duty after training
- to welcome a diverse range of visitors, letting them know what's on and how to access facilities
- answering telephone and email enquiries and taking bookings for events
- responding and posting on social media
- serving visitors in shop and tearoom and managing shop stock

You should be friendly, calm, flexible and inclusive with great people skills and common sense. Practical experience of till operation, social media, visitor facing roles etc would be an advantage but not essential. At FAC we promote inclusion in line with our Manifesto values. We want everyone to feel welcome and we actively celebrate the diversity of our staff and everyone we work with, regardless of ability, age, ethnicity, sexual orientation, gender or faith.

## **Florence Arts Centre**

Florence Arts Centre (FAC) is a community arts hub where we hope everyone can feel at home and find something inspiring to do. Within walking distance from Egremont, we host a wide range of art and craft workshops in our pottery studio and flexible making spaces, a tearoom, shop stocked with work by local makers, an auditorium suitable for film screenings, performances and events, temporary display spaces and a wildlife garden.

We are also home to Florence Paintmakers, creating unique, high-quality art materials from natural earth pigments for sale online, on site, and through selected retailers.

At FAC we promote inclusion in line with our Manifesto values. We want everyone to feel welcome and we actively celebrate the diversity of our staff and everyone we work with, regardless of ability, age, ethnicity, sexual orientation, gender or faith.

## **The role**

**Line Manager: FAC Director**

**Supervisor: FAC Coordinators (job share)**

17 hours per week:

Usually Friday 9-4.30, Saturday and Sunday 10.30 – 3.30 but a degree of flexibility to work occasionally at other times would be helpful

£10.40 per hour (£11.44 from April 1) and £12 per hour on completion of 6 month probation.

We are looking for a new assistant to help look after the centre's facilities and visitors during public opening hours. The role is primarily public facing and people skills are key.

In a small organisation such as ours, flexibility, efficiency and problem solving are key as well as a cheerful 'can do' attitude.

You will report to the Director and be part of Florence's growing operational team with two part time Coordinators.

An existing interest in art, music, film or other creative activities is useful but not essential – we feel sure you will develop this while you are part of our team.

An enhanced DBS check will be required as we work with children and adults at risk.

**Core duties:**

- to care for the centre's spaces and make them comfortable, inviting and inspiring including some basic operational tasks – tidying, re-stocking, preparing for activities including setting out furniture etc.
- to help with opening and closing procedures and act as key-holder and responsible person on duty after training
- to welcome a diverse range of visitors, letting them know what's on and how to access facilities.
- answering telephone and email enquiries about facilities and our programmes and taking bookings for events.
- responding and posting on social media – especially Facebook and Instagram
- serving visitors in the shop and tearoom where we provide hot drinks and snacks
- managing shop stock and till updates
- supervising and assisting volunteers who work across the site helping with resourcing and delivering events, gardening, paint-making and at front of house.
- the flexibility to work occasionally on other days and to cover evening events would be desirable

**Desirable qualities and experience:**

**Attitudes:**

Essential: friendly, calm, energetic, flexible and inclusive. Willingness to learn about the heritage of the site and the arts.

**Skills:**

Essential: excellent verbal communication skills, ability to empathise with visitors and practical problem solving;

Desirable: use of social media

**Experience:**

Desirable: Practical experience of till operation, social media, visitor facing roles etc would be an advantage

**Applications :**

If you'd like to discuss the role, please contact Sue at [director@florenceartscentre.com](mailto:director@florenceartscentre.com) or find the application on line at <https://www.florenceartscentre.com/work-with-us>

**To apply, please submit an application by 9am 21 March.**

**Interviews will be held on Monday 25 March.**