



## **Venue Crew - 'a space' arts Gods House Tower – Southampton**

### **Overview**

Job Title: Venue Crew – God’s House Tower

Hours: Variable and offered on a casual basis; up to a maximum of 23 hours across a long weekend

Hourly Rate: Real Living wage (£9.50 p/h)

Location: God’s House Tower, Town Quay Road, Southampton, SO14 2NY

### **Role Summary**

God’s House Tower (GHT) is expanding its pool of flexible and reliable team members to be the public face of God’s House Tower, responsible for maintaining high standards of customer service to support the venue through its reopening and beyond. You will be part of a small, dedicated team covering a range of shifts and activities as part of GHT’s arts and heritage offer.

Crew members are an integral part of this new chapter for the venue, ensuring an outstanding service for all visitors by undertaking an active customer focused role. Our aim is to recruit flexible individuals on a casual basis who can combine front-of-house services, exhibition invigilation, ticket admissions, event management and cafe/bar service. Helping us to establish our new in-house cafe service, your role will include food and drinks preparation and service as well as invigilation and event assistance.

As we prepare for our reopening the pool of casual staff will be needed to support our revised opening as we adapt to our new activity programme and operation in a post-covid world. We are looking for adaptable and reliable people who will work with us through this journey and support the organisations revised aims.

Crew hours will be variable and offered on a casual basis, predominantly across our revised public opening hours Friday - Sunday, with some occasional additional mid week and evening shifts available.

### **Roles and Responsibilities**

- To ensure an exceptional customer experience for all visitors to the venue and to provide a helpful, friendly and professional welcome.

- To be an involved and engaging team member who encourages others to be the same
- To undertake a varied and involved front of house role, administering tickets, taking payments for the venue's retail and cafe/bar offer, serving food and drink, invigilating the exhibitions and assisting with events
- To undertake day-to-day exhibition stewarding duties and follow any specific stewarding instructions.
- To be a vigilant and flexible member of the team, prepared to step in to help where needed during peak times.
- To monitor the public spaces on a day-to-day basis for cleanliness and ensure capacity limits are adhered to, reporting any issues to the relevant manager on site.
- Any other duties as allocated by the Venue Manager or Crew Captain

### **Person Specification**

The ideal candidates will be enthusiastic with good team working skills and experience of, or a desire to, work in a customer focused way in a heritage, arts or cultural environment.

They will be an excellent communicator, flexible and confident in their approach to problem solving and have a friendly and professional manner.

Experience and a personal interest in arts and heritage would be preferred.

### **Experience, skills and knowledge (E = essential, D = desirable)**

- Relevant experience working in an arts venue or similar setting in a customer focused role (E)
- Experience of dealing with the general public and dealing with enquiries, compliments or complaints (E)
- Flexible and adaptable in your approach to problem solving and managing a varied workload (E)
- Experience working in a hospitality setting (E)
- Excellent communication skills and the ability to work with people of all ages and backgrounds (E)
- Openness and willingness to learn and share the history of the venue and knowledge of the artwork. (E)
- Experience of working as part of a small team (D)
- Experience of working with till or ticketing systems or in a retail setting (D)

## **Reporting**

Venue Crew will be line managed the Venue Manager, and will be supervised by the Crew Captain during shifts. Post holders will be required to pass initial training (dates below) as well as a short probation period.

## **Background - the vision of GHT**

God's House Tower (GHT) opened to the public in September 2019 with an ambitious programme of exhibitions and events. With an official launch on 19 October 2019, the new venue attracted 14,447 people in a five month period until being forced to close in March 2020 due to COVID 19.

With the closure of GHT and the ongoing impact of COVID 19 we have radically reviewed our core aims and activities. With funding from National Lottery Heritage Fund we are now reshaping our programme and our team to deliver a new role for GHT in Southampton which responds to the needs of more local and more diverse audiences.

## **About 'a space' arts**

The organisation provides opportunities for emerging artists to develop their careers and for audiences in Southampton and the surrounding regions to engage with high quality arts and heritage experiences.

Since 2000 we have developed and managed a project portfolio to achieve our aims, including the Northam Road Gallery, the Bargate Monument Gallery, ArtVaults, the Arches Studios, Tower House and the Sorting Office.

In 2018 we were awarded Arts Council National Portfolio Organisation status and will be delivering a range of new projects across the next four years to complement GHT.

For further information please see - [www.aspacearts.org.uk](http://www.aspacearts.org.uk)

## **Contact**

For further information please contact [hannah@spacearts.org.uk](mailto:hannah@spacearts.org.uk) or call 07733 092 291

## **Recruitment and Induction timetable**

- Closing date for applications: 9am on Monday 17th May
- Interviews: Thursday 27th May
- Induction Training: from 19th June
- Regular shifts will be available from 26th June

## **Application process**

Applicants should apply via the Southampton City Council jobs portal which can be access here:

<https://careers.southampton.gov.uk/vacancy/venue-crew-gods-house-tower-444319.html>

Interviews will be held online or in Southampton at GHT (government guidelines permitting) on Thursday 27th May - please note the interview and training dates are non-negotiable.