



Job Placement: Events and Venue Assistant
Company Name: The Culture Trust Luton

Hours per week: 25 hours per week, worked flexibly to the needs of the organisation
Hourly rate of pay: National Minimum Wage

Job Placement Summary (Outline of the job description including key responsibilities and detail of the skills the young person will develop. Please provide as much detail as possible.)

The successful candidate would offer administration support across multiple departments within the Trust to support the successful delivery of arts, cultural and educational events and venue hires. The experience and skills gained would be obtained through both office based clerical work and public facing roles offering a wealth of transferable skills for the workplace. Below outlines the key responsibilities and tasks within each department the candidate would be working in, the estimated duration per week and the skills to which they would achieve.

Key responsibilities across departments would include:

Marketing & Box Office Team (7.5 hours)

Under supervision from coordinators the successful candidate would complete a range of marketing tasks including event listings on third party websites, website content loading, gather copy and images for productions, and assist with print distribution. Complete weekly sales spreadsheets and gather post show data on income and sales from productions. Provide telesales and box office support as required. Skills developed will include knowledge and understanding of sales reporting, website CMS systems and general arts marketing.

Venues and Customer Service Team (5 hours)

Provide a vibrant and high quality customer service by undertaking a wide range of duties including providing information, signposting and supporting users as required. Assist with bookings including set up of rooms and refreshments, carry out retail and front desk programme ticket sales and record visitor information. Undertake financial procedures including cash handling, operating a till and banking in accordance with the Trust's financial regulations. The candidate will learn to assist customers in a proactive, friendly and positive manner alongside financial experience in sales and cash handling procedures.

Skills and Talent Team (7.5 hours)

Assist with all administrative functions including drafting and producing related correspondence, reports, schedules, agendas, schedule bookings and planning. Undertake general administrative support, including invoicing, word processing, photocopying, filing, answering the phone as appropriate. Skills developed would include general office administration, a grounded understanding of the microsoft packages and financial experience in invoicing and purchase orders.

Arts Programming Team (5 hours)

Assist the programming team in the administration, organisation, setting-up and delivery of events. Tasks would include taking meeting minutes and distributing in a punctual manner, support in contracting artists, processing invoices and purchase orders, maintaining accurate data records from the programme such as audience demographic and summarising

evaluation forms, taking into account Data Protection legislation. General administration including answering telephones, booking accommodation for artists and budget administration. Skills developed would include knowledge and understanding of financial and data protection legislation, how to take effective meeting minutes and general arts administration.

The above are estimated hours only and may fluctuate due to the needs of each department during busy periods etc.

Essential skills, experience and qualifications

Must have good written and spoken English communication skills - able to deal politely and tactfully with a range of people, including dealing with enquiries and advising customers

Must be numerate, able to read and be able to interpret information from printed and online sources

Good ICT skills, knowledge of Microsoft Packages and how to use the Internet

Have the ability to work across The Trust's four main sites when required

Details of Employability Support (training opportunities/mentor)

As part of this placement, each participant will have the option to participate in the following areas of the support:

- CV, application and job support: 3x Virtual Employee Circles in collaboration with Future Creators
- Employability skills workshops (such as online workshops in finance/budgeting, communication and leadership)
- Equality, diversity and inclusion training (such as Unconscious Bias training and Gender smart training)
- Introduction to the creative industries: insights into career paths into the industry from professionals

All support will take place online. All sessions will focus on transferable and employability skills and will draw on expertise from the arts and culture sector. It will be run in collaboration with partners and colleagues across the UK.

This support offer will be offered by Farnham Maltings (the Kickstart Gateway). Farnham Maltings manages a network of performing arts venues called 'house', which exists to bring more theatre to the South East. Farnham Maltings already offer relevant and quality training and workshops for those in the sector.

This programme is designed to create a meaningful set of opportunities to make sure young people are in a better position to move onto further employment.

The support will take place over the duration of the placement with opportunities for the employee to book the sessions most relevant to them.

In addition, the employer is individually offering:

- Direct support from a line manager and a mentor
- Regular 1-2-1 meetings
- Opportunity to shadow other roles
- Appraisals
- Personal development based on career aspirations
- Structured 6-month plan to develop skills and personal goals
- Access and support from wider team in specialised areas of expertise such as digital and technical skills

Applications should be emailed to guy.smith@culturetrust.com