

RECEPTION & SALES ASSISTANT

RECRUITMENT PACK





THE DELIVEROO RESTAURANT AWARDS



The Deliveroo Restaurant Awards
Credit: Proud Robinson + Partners

Front cover image:
Out of the System
CRXS PLATFXRM
Credit: Camilla Greenwell

CONTENTS

About Shoreditch Town Hall	4
Key Statistics	5
Our Team	6
About the Role	8 - 9
Who We Are Seeking	10
Terms & Conditions	11
Notes & Guidance	12 - 13



Shoreditch Town Hall
Credit: Ludo des Cognets

ABOUT SHOREDITCH TOWN HALL

One of the grandest former civic buildings in London with a rich and varied history, Shoreditch Town Hall has established itself in the last decade as a leading cultural venue, live events space and community destination. Our landmark Grade II listed building houses spaces which range from a cosy capacity of 40 to an expansive and versatile 770-seat auditorium. Our business tenants are drawn from the digital and creative industries and prestige hospitality, and our public spaces are brought to life with an eclectic and forward-thinking programme of activities inspired by the Town Hall's history as a centre for discussion, dialogue and debate.

Our curated cultural programme has recently included work with **ANU & CoisCéim Dance Theatre, Barely Methodical Troupe, curious directive, Dance Umbrella, Jamie Lloyd, Kneehigh, LIFT, Manchester International Festival, Nigel Barrett & Louise Mari, Ockham's Razor, Scottee, Talawa Theatre Company, Theatre Re, ThisEgg** and **The Wardrobe Ensemble**, as well as one-off events with the likes of **Akala, Emily Atack, Matt Haig, Reggie Yates, Rose McGowan** and **Will Young**.

Recent event hire clients have included **Alexander McQueen, Amazon, Black Girl Fest, Cartier, Channel 4, Evening Standard, Fred Perry, Glug, Jazz FM, Monzo** and **Unicef**, as well as the filming of **Mangrove, The Death of Stalin, Florence Foster Jenkins** and **The Lady in the Van**.

Shoreditch Town Hall is a fully independent charitable trust (no. 1069617) and does not receive any regular or revenue funding.

www.shoreditchtownhall.com

@ShoreditchTH



Nigel Barrett & Louise Mari
Elvis/Hamlet
Credit: Paul Blakemore

KEY STATISTICS



Welcome **70,000 people** through our doors every year



Present and produce a year-round cultural programme of up to **40 productions** across **theatre, dance, music, comedy, circus, cinema** and **talks**



Deliver an artist development programme that **supports 50 artists** and commissions up to **8 new pieces of live performance** every year



Host **200 live events** per annum



Provide a leading location for film and television shoots



Collaborate with over **20 local partners** to deliver our community, learning and engagement programmes, providing nearly **5,000 hours of in-kind space** to community groups and artists every year



House **7 businesses** including the Michelin starred **The Clove Club** and **Time Based Arts**



Invested **£4.1m** in the preservation and development of our **Grade II listed building** since 2000

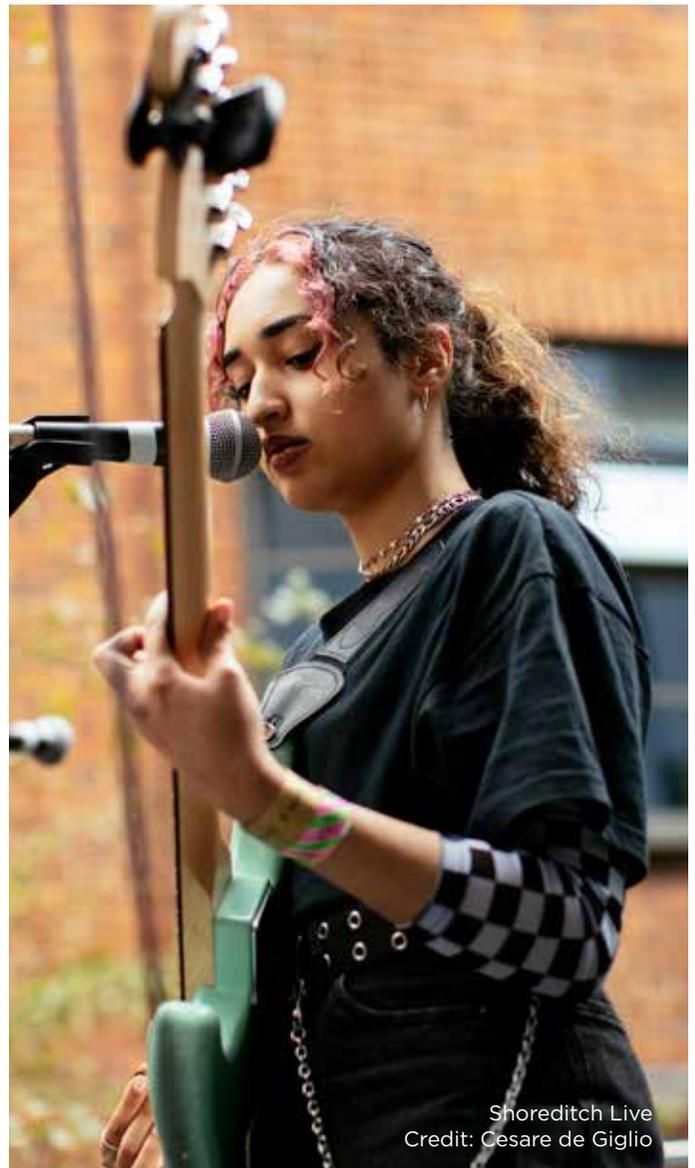
OUR TEAM

Shoreditch Town Hall's core team is a tight knit, dedicated and multi-skilled group of 11 who are supported by around 50 casual staff and a loyal and highly skilled Board of Trustees.

No day is ever the same at Shoreditch Town Hall, ensuring a vibrant and stimulating working environment that challenges and rewards in equal measure. Our highly-valued staff are hardworking, with a flexible, adventurous spirit. They are full of ideas, making our office a place where innovation and entrepreneurship are highly prized.

Buildings only survive by the people who populate them. We support all our staff to be the best they possibly can be, celebrating and championing achievements, and providing training, development and progression opportunities wherever possible.

We believe that a diverse workforce leads to an organisation that is more innovative, more creative and gets better results. We actively encourage candidates from different backgrounds and with different experiences and skills in order to develop and strengthen the organisation, evolve our programmes, and better-reflect the communities we serve.



Shoreditch Live
Credit: Cesare de Giglio



Ockham's Razor
This Time
Credit: James Berry Photography

ABOUT THE ROLE

MAIN PURPOSE OF THE ROLE

The Reception & Sales Assistant is a key public and professional face at Shoreditch Town Hall based at the Town Hall's reception; acting as a first point of contact for event hirers, artists and general enquiries as well as visitors to the building. The role supports the Events & Administration Manager with the efficient and effective administration and delivery of event hires, as well as other departments of the Town Hall in order to ensure the smooth operation of the organisation.

DUTIES AND RESPONSIBILITIES

Reception

- To ensure that visitors are welcomed and dealt with in an open, efficient and friendly manner.
- To maintain a visitors' book and ensure that all visitors are signed in and out.
- To ensure that visitors are directed quickly to the relevant person and/or area of the building.
- To be the first point of contact for telephone enquiries, to answer queries where possible and/or to re-direct the call to the appropriate person.
- To receive and distribute post and deliveries for the Town Hall, its tenants, artists and event hirers.
- To provide information to visitors and callers about the Town Hall.
- To ensure, alongside the Communications & Events Assistant, there is an adequate supply of brochures, flyers and any other information and print available at all times.
- To ensure that the Reception area is always clean, tidy and welcoming.
- To keep a log of keys and ensure that all keys issued are signed for and returned.
- To ensure efficient handovers at the end of a shift to other members of staff.

Venue & Event Hires

- To act as a first point of contact for event hirers, referring relationships to the Head of Venue & Events or Events & Administration Manager where appropriate.
- To provide information about Shoreditch Town Hall's facilities and charges to potential event hirers, accurately and professionally selling the venue and its facilities at all times.
- To ensure that all enquiries are directed through the Town Hall's online enquiry form and to ensure that enquiries are followed up in a timely and efficient manner.
- To act as first point of contact for enquiries through venue finding portals.
- To schedule site visits and appointments for potential hirers to view the venue.
- To support the Events & Administration Manager and Communications & Events Assistant with administration relating to specific event hires at the Town Hall, including raising quotes, contracts and invoices.
- To be aware of all events and cultural activity happening at the Town Hall.
- To occasionally carry out ad hoc administration and research projects relating to events.
- To reconcile information on Artifax with Programme Detail documents and/or event folders to ensure all is up to date, highlighting any issues as necessary.
- To occasionally assist with other administrative duties and/or aspects of delivery of event hires.

Cultural Programme, Marketing & Box Office

- To act as a first point of contact for artists and companies enquiring about rehearsal space.
- To ensure that the Cultural Programme team are sent all programming enquiries and invites to see artists' work.
- To assist with the administration of the Town Hall's Box Office system, Spektrix, including acting as a first point of contact for any sales, exchanges and other ticketing enquiries, selling tickets, coordinating group bookings, and so on.
- To prepare Press and VIP tickets.
- To proof copy and event set-up on Spektrix and the Shoreditch Town Hall website.

DUTIES AND RESPONSIBILITIES (CONTINUED)

- To handle access requirements and ensure the access spreadsheet is up to date.
- To prepare mailouts and weekly data clean-ups.
- To carry out ad hoc research projects for the Marketing & Communications team.
- To update the Town Hall's Guest list and VIP list every six months, liaising with the Chief Executive Officer, Head of Marketing & Communications and Cultural Programme team accordingly.
- To support the Head of Marketing & Communications and Communications & Events Assistant with any other administrative tasks relating to marketing and communications campaigns for Town Hall activity

Administration

- To provide general administrative and diary support to the Chief Executive Officer as and when required, including but not limited to, arranging appointments, booking travel, drafting correspondence, sending gifts, and so on.
- To attend regular meetings as required.
- To provide administrative and operational support towards Town Hall events, receptions and galas, as well as staff socials and away days etc.

General

- To promote and maintain the highest standard of customer service.
- To publicly represent Shoreditch Town Hall in a prepared and professional manner.
- To take responsibility, with others, for ensuring that the building is secure at all times, reporting any issues to the Duty Manager and Venue & Facilities Assistant as soon as possible.
- To maintain confidentiality.
- To adhere to all Town Hall policies and procedures at all times.
- To undertake any other duties which may be reasonably requested to ensure the smooth running of Shoreditch Town Hall.

It is inevitable that over time the emphasis of this job may well change without altering the general character of the role or the level of duties and responsibilities entailed. This information will be periodically reviewed, revised and updated in consultation with the post-holder to reflect appropriate changes.



Jasmin Kent Rodgman
TRIPTYCH
Credit: Richard Moore

WHO WE ARE SEEKING

We're looking for a motivated, confident and inspiring individual: someone who's prepared to get stuck in and make a significant contribution to the Town Hall and the work that we do, as well as someone who will benefit from the personal and career development opportunities this role will offer.

Essential Experience & Skills

- Experience in a customer-facing role, such as sales, reception, or box office work.
- Strong attention to detail and excellent organisational skills.
- A welcoming, friendly and can-do approach to customer service.
- Good interpersonal skills and an ability to build effective and meaningful relationships quickly with a range of stakeholders.
- Ability to work independently and unsupervised, using own initiative.
- Reliable, with excellent time management skills.
- Ability to multi-task and work under pressure.
- Good customer care skills, tact and an adaptable, consistent approach
- An excellent telephone manner.
- Strong IT skills, in particular Microsoft Office, and the ability to learn new software packages.
- A good standard of literacy, and excellent written and verbal communication skills.
- A well-presented appearance.
- A keen interest in arts and culture, historic buildings and /or events management.

Desirable

- Previous experience of working in a cultural venue.
- Previous events administration experience.
- Knowledge of the Artifax event scheduling system.
- Experience of computerised ticketing systems, in particular Spektrix.

Please remember, the deadline for applications for this role is Monday 17 May 2021 at 9am. All completed Application Forms must be sent to jobs@shoreditchtownhall.com by this time. Late applications will not be accepted.



curious directive
Gastronomic
Credit: Ali Wright

TERMS & CONDITIONS

Job Title: Reception & Sales Assistant

Responsible to: Events & Administration Manager

Contract: Fixed-term contract until 31 December 2022

Hours: 40 hours per week (predominantly Monday – Friday, 9am – 6pm), to include evenings, weekends, Bank Holidays and other unsocial hours where necessary. Overtime will be compensated with time off in lieu where possible, and in accordance with Town Hall policies.

Office Base: Shoreditch Town Hall, 380 Old Street, London, EC1V 9LT. It is not possible to undertake this role remotely.

Salary: £22,600 per annum

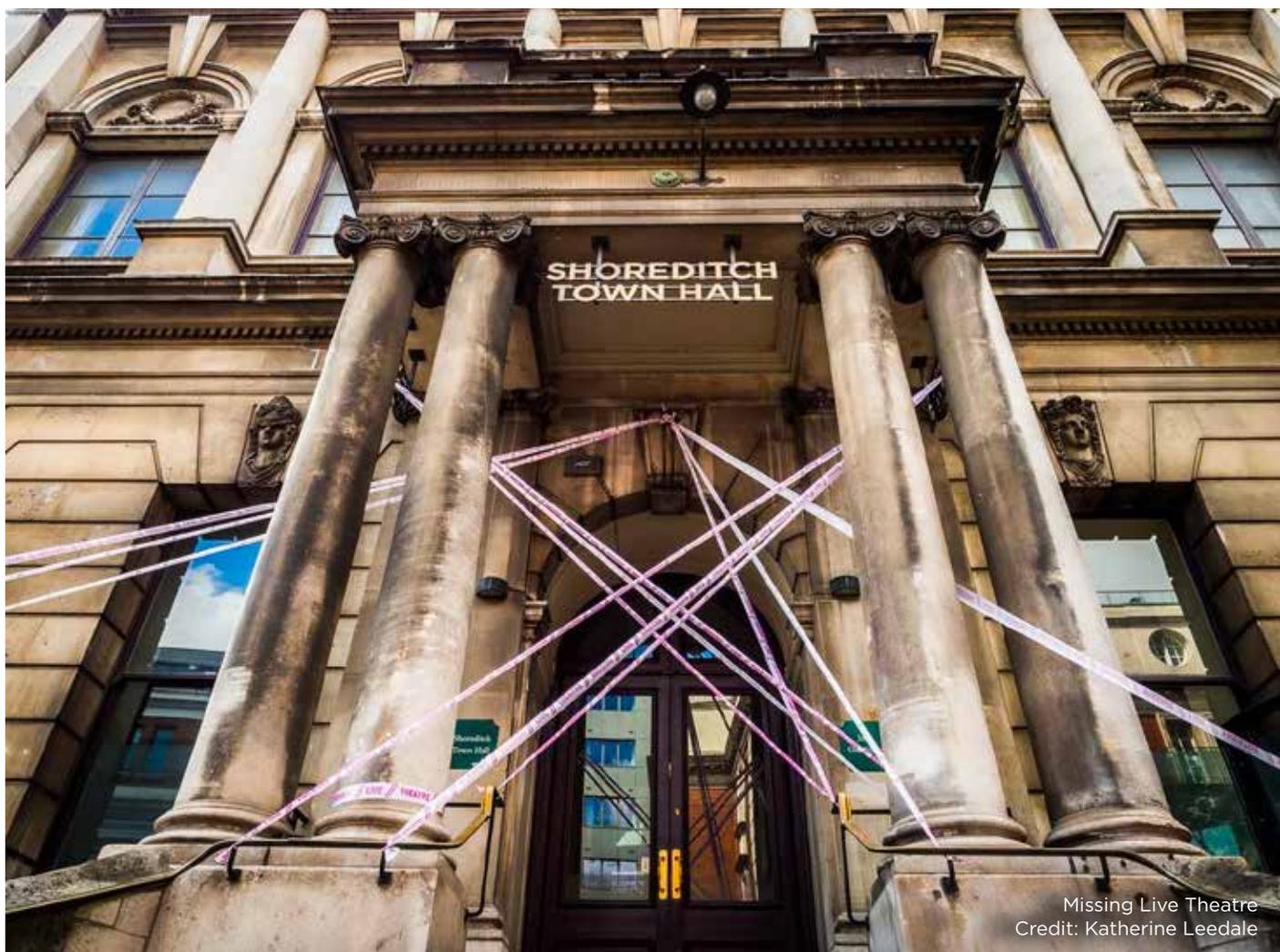
Benefits:

- Contributory pension scheme
- Cycle to Work scheme
- Complimentary tickets for the Town Hall's programme
- Staff discount at the Town Hall's bar
- Training and development opportunities
- Regular staff meetings, socials, yoga classes

Annual Leave: 20 days per annum (in addition to Bank Holidays), increasing 1 day per full year worked to 25 days per annum

Notice Period: 2 months (2 weeks during Probationary Period)

Probationary Period: 2 months (subject to review)



Missing Live Theatre
Credit: Katherine Leedale

NOTES & GUIDANCE

Equal Opportunities

We are committed to access, diversity and representation and believe that our programmes, workforce and organisational culture should genuinely reflect the range of backgrounds, perspectives and cultures that make up the communities we serve in Shoreditch, Hackney and beyond. We welcome applications from people of any colour, race, nationality, ethnic origin, religion, socio-economic background, marital status, sex, sexual orientation, age or disability.

Please ensure that you complete our Equal Opportunities Form and return it with your application. The information provided is entirely confidential and will be used for monitoring purposes only. All questions are optional and the form will be separated from your application before the selection process.

Accessibility

Should you have any access requirements or need any reasonable adjustments to be made in order to apply and/or attend an interview for this role, please contact jobs@shoreditchtownhall.com.

How to Apply

Please complete all sections of the Application Form in black ink or type. We will use this Application Form to decide whether to invite you to interview or not, so please fill it in very carefully. Only applications made on the form will be accepted. **Please note that we do not accept CVs.**

The 'Information in support of your application' section is a particularly important part of the Application Form. This is your chance to tell us exactly why you wish to apply for this role and how you meet the criteria outlined in the Job Description and Person Specification.

References

One referee must be your present or most recent employer. If you are currently self-employed, you may use a client as a referee. If you are still in full-time education and applying for your first job, please give details of someone in authority from an educational establishment.

We will not approach your referees until after we have interviewed you. You may indicate whether we need to contact you before we approach your referee.

Criminal Records

We ask that you list any convictions, cautions, reprimands or final warnings that are not 'protected' as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). For most roles we will only ask for details if you are invited to interview. Only the people directly responsible for the recruitment will be informed of such a record.

Due to the nature of our work, candidates in certain roles may be required to undergo an enhanced DBS (Disclosure & Barring Service) check, including a Criminal Records Check. A criminal record will not necessarily prevent you from securing a role; it will only be used to assess suitability for employment insofar as it is relevant to the role in question.

Right to work in the UK

Under the Asylum and Immigration Act 1996, we are required to check that applicants have the legal right to work in the UK. All successful applicants will be asked to provide the Town Hall with documentary evidence to support your entitlement to work in the UK prior to taking up employment.

Sickness Absence

Please state the number of days sickness absence you have had in the last 2 years. If you wish, you may give brief details.

Shortlisting and Interviews

In accordance with Shoreditch Town Hall policies, all Application Forms received will be read by at least two members of Town Hall staff and considered against the Job Description and Person Specification for the role. If you are shortlisted, we will invite you to an interview either via e-mail, Zoom or telephone. The interview will be with at least two members of Town Hall staff, including the role's Line Manager. Where possible, every interview will also include a tour of the Town Hall's building.

NOTES & GUIDANCE (CONTINUED)

Reasonable travel expenses for those attending an interview from outside of London will be reimbursed.

Occasionally, it may be necessary to invite applicants back for a second interview.

Written feedback will be provided to all interviewed applicants on receipt of a written request no later than 2 weeks after the date of the interview

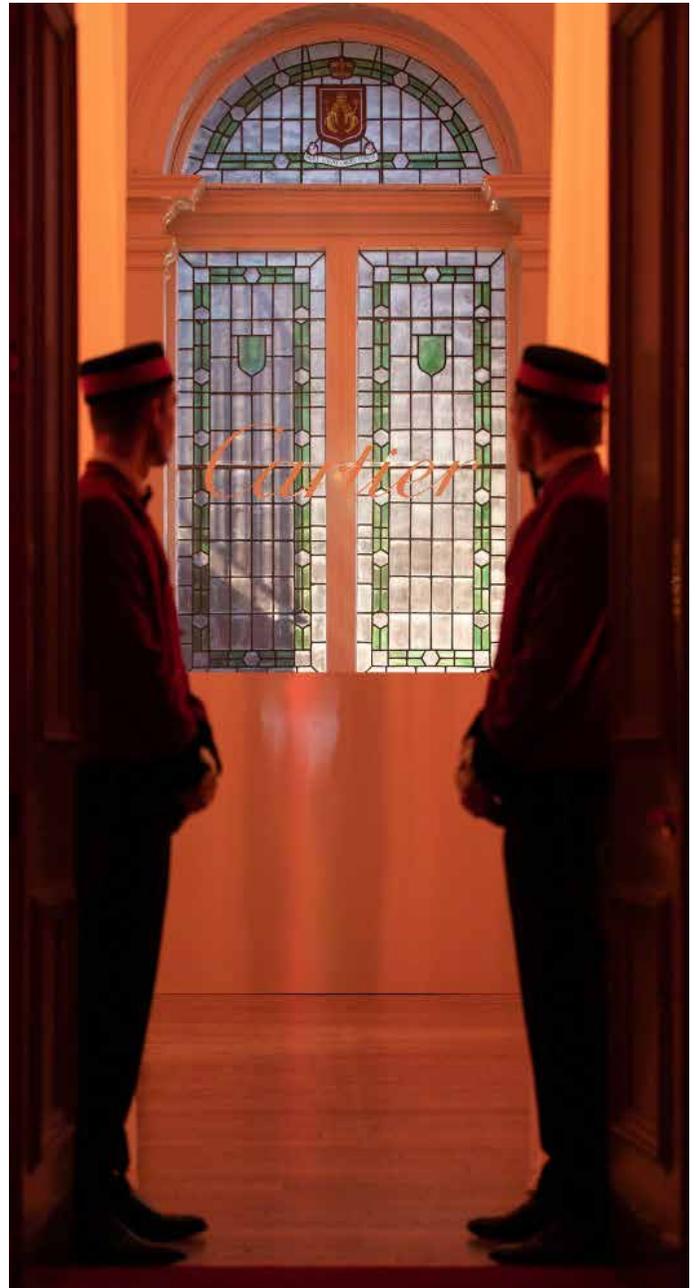
Data Protection

Shoreditch Town Hall reserves the right to collect personal data for the purposes of recruitment. The personal data supplied in your Application Form will be handled, processed and stored securely within Shoreditch Town Hall and on Shoreditch Town Hall's servers for legitimate human resources and business management interests.

We store all applicants' data until we have successfully filled the role in question. At this point, we will either delete the data (both hard and electronic copies) or keep it on our electronic database for future roles, subject to written permission from the applicant.

We will not share your data with any third party or recruitment agency.

More information can be found in Shoreditch Town Hall's Privacy Policy here: shoreditchtownhall.com/about/privacy-policy.html.



Cartier: High Jewellery Launch
Credit: 6up Productions



The Claim by Tim Cowbury
Credit: John Hunter