
VENUE MANAGEMENT APPRENTICE

Job description

Department: Operations
Responsible to: Head of Operations
Contract type: Full time, 18 months fixed term
Salary: London Living Wage: £22,984 per year

Level 4 SMT
Level 3 Managers
Level 2 Managers
Level 1 Team members

ABOUT WOOLWICH WORKS

Woolwich Works is London's newest landmark cultural hub, housed in five historic buildings on the Royal Arsenal. Following a multi-million pound refurbishment by the Royal Borough of Greenwich, our spaces opened in September 2021 and include a stunning 1500m² former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, and a café and bars. We're home to a number of world class resident artistic companies, including Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works. We're working to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

WHAT IS VISITOR SERVICES?

In visitor services, your main priority is to make sure that everyone who walks through the doors and into our venue has an enjoyable, friendly and informed experience, in a safe environment.

You will be the main contact internally for the front of house teams including the café and welcome desk, and be the person to help our visitors with anything they need.

WHAT IS INVOLVED?

You will be a part of the Operations Department of Woolwich Works. The Operations Department is responsible for the smooth and safe running of the venue.

You will study for a Customer Service Specialist Standard Level 3 with the National College of Creative Industries. You will build your knowledge in all areas of visitor services including shadowing; build your skills in venue Health and Safety Management including evacuations; learn how to manage a team of Front of House Assistants and give daily briefings and eventually learn how to manage audiences for live performances.

2 – Venue Management Apprentice

You will work 40 hours per week, this will be on a flexible rota including evenings and weekends. You will also be allocated time to study and meet with your tutor within the week.

You will be supported throughout the apprenticeship by a college assessor, operations team and the Operations Director.

WHO WILL YOU BE WORKING WITH?

You will get the chance to interact with people in every department including events, marketing and programming, but day to day, you will work with the following teams:

- Operations
 - Welcome Desk
 - Café
 - Visitor Services Assistants
 - Front of House Assistants
 - Production and Event Management
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WHAT WILL YOU DO DURING THE APPRENTICESHIP?

The apprenticeship is comprised of three different content strands, that will be taught in the work place and in contact sessions with tutor.

Knowledge	Skills	Behaviours
<ul style="list-style-type: none">• Business Knowledge and Understanding• Customer Journey knowledge• Knowing your customers and their needs/ Customer Insight• Customer service culture and environment awareness• 	<ul style="list-style-type: none">• Business-focused service delivery• Providing a positive customer experience• Working with your customers / customer insights• Customer service performance• Service improvement	<ul style="list-style-type: none">• Develop Self• Ownership/Responsibility• Team Working• Equality• Presentation

WHAT ARE THE MINIMUM ESSENTIAL REQUIRMENTS?

- You must be 18 years or older
 - You must have achieved Maths and English at Level 2, if you haven't this must be achieved ahead of your end – point assessment and we can support this.
 - You must be permitted to work in the UK
 - You must be a resident in the Royal Borough of Greenwich
 - You must be able to work evenings and weekends as and when required
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WHAT ARE WE LOOKING FOR IN A VISITOR SERVICES APPRENTICE?

- An interest in working in the performing arts industry front of house
 - An enthusiastic and motivated person willing to learn new skills and take on new challenges
 - Likes to work in a team
 - Good at managing your own time and duties
 - Understands the importance of Health and Safety
 - Helpful and positive person who like working with people
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HOW TO APPLY

This position will be recruited through Greenwich Local Labour a Business (GLLaB). Please check your eligibility with GLLaB before applying.

To request an application form, please send your full name, address, email address and contact number to gllab-jobs@royalgreenwich.gov.uk stating 'Venue Management Apprentice' in the email subject box.

- The application deadline is 23.59 Tuesday 24 May 2022.
- Interviews will be held Wednesday 1 June 2022.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically-diverse backgrounds, and those identifying as D/deaf or disabled.

CONDITIONS

Hours:	Typically 40 hours per week on average, scheduled on a flexible rota over five of seven days (including evening and weekend working). This role will include evening, weekend and bank holiday working for which no additional payment will be offered. You'll be expected to work operationally for major events.
Location:	You'll be based in Woolwich, south east London. The exact location will be subject to change during your employment. We may require you to work elsewhere or travel within the UK as part of your job.
Holiday:	Based on a full-time contract (40 hours over five days per week), you will have 25 days' holiday per calendar year plus public holidays (or days off in lieu of public holidays as business needs require).
Probationary period:	Six months
Notice period:	Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving one month's notice in writing.



4 – Venue Management Apprentice

Following satisfactory completion of the probationary period, the notice period will be one month.

DBS check: You must tell us about any unspent criminal convictions when applying for this job, and undertake an enhanced Disclosure and Barring Service ('DBS') check if appointed (and at least annually thereafter). Having a criminal record will not necessarily bar you from working with us, but we will consider the nature of any disclosed convictions and their relevance to the job and the Trust. If you don't disclose information relating to unspent convictions, we'll withdraw any offer of employment that we may subsequently make, or terminate your employment.

References and right to work: Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

From the Royal Borough of Greenwich, for everyone.

Founder:

