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## VISITOR SERVICES ASSISTANT

Job description

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Department: Operations  
Responsible to: Venue Operations Manager  
Contract type: Casual  
Salary: London Living Wage: £11.05 per hour

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

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### 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.

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### ABOUT THIS JOB

As a member of our Visitor Services team, you'll be the welcoming face of Woolwich Works. You'll be one of the first people that our visitors see when they step into our venue, and you'll help our visitors and audiences by giving information and directions, selling tickets and merchandise, looking after cloakroom services and helping to make sure the building is well-presented. You'll also answer phone calls and respond to emails, helping to deal with enquiries and assist with room bookings, and provide general admin support to the rest of our team.

Is this job for you?

We're looking for someone who loves helping and working with people. You'll be energetic with a great positive attitude towards problem solving.

You'll have basic computer skills, and be comfortable with using Microsoft Outlook and Word. We'll also need to train you to use some of our specialist computer systems so as you can help with room bookings and tickets and while we don't expect you to have any previous experience of those you'll need a reasonable level of computer confidence.

### How to apply

This position will be recruited through Greenwich Local Labour a Business (GLLaB).

To apply please send a CV and covering letter to [gllab-jobs@royalgreenwich.gov.uk](mailto:gllab-jobs@royalgreenwich.gov.uk) stating 'VSA' in the email subject box.

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.

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## RESPONSIBILITIES

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

All our team members are additionally expected to work to our Competency Framework. This is a Level 1 (Team) position.

### Key responsibilities specific to this job

1. To be the first point of contact for our visitors and audiences in person, on the phone and via email, undertaking reception duties and extending a warm welcome to Woolwich Works to everyone.
2. To take bookings for performances and events using our box office system and assist with any customer service issues. This will include handling card payments and cash handling.
3. To handle merchandise sales as required, including managing stock.
4. To deliver cloakroom services as required, including looking after belongings and handling cash and card payments.
5. To assist with the management of health and safety in line with Woolwich Works' Health and Safety Policy, General Emergency Procedures and Operating Plan and any associated operating procedures or as instructed, including carrying out regular safety checks, acting as a fire marshal and undertaking evacuation and emergency management duties.



6. To work in line with our values and to meet or exceed the Visitor Experience Standards set by the Operations Director at any given time.
7. To ensure that venue and show information is kept up-to-date within the venue and via other communications channels as instructed by the Venue Operations Manager.
8. To assist visitors with access needs.
9. To assist the Duty Manager in the supervision of volunteers.
10. To work with all departments within Woolwich Works on administrative tasks as and when required.

#### General responsibilities

1. To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework and act as an ambassador for the Trust and the borough.
2. To act as a first aider or fire marshal if required.
3. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
4. To be responsible for undertaking training and development as required to meet the needs of the organisation.
5. To always act in the best interests of the Trust, and in line with all company policies.
6. To undertake any other duty in line with the level of the job as may be required.

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## PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

#### Essential skills

- Basic computer skills and confident with using Microsoft Outlook and Word.
- Able to remain calm and work effectively under pressure.
- Good written and verbal communication skills
- Able to work effectively within a team and on own initiative
- Passionate about people, communities, diversity and inclusion

#### Desirable skills and experience

- Experience in a customer service job
- First aid trained

If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.



## CONDITIONS

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Hours:	<p>You will have no normal hours of work and you will be required to work on an "as required" basis. The hours offered to you will vary according to the needs of the Trust.</p> <p>We will notify you of the shifts that are available in advance, and you will be able to choose which of those shifts you wish to be available for and we will then allocate shifts to you. The Trust is under no obligation to provide you with work, or to provide you with a minimum number of hours' work each day or week. Once you've been confirmed for a shift you'll be expected to work it and if you don't, we may not offer you further work – but otherwise you are also under no obligation to be available for or accept work.</p> <p>If you do not accept any work for three months we may remove you from our Casual Worker Pool and you will have to reapply to join it if you wish to work with us again on a casual basis in future.</p> <p>You will be entitled to an unpaid lunch break of at least 20 minutes where your assignment requires you to work more than six hours in any one day. The specific details of breaks will be given for each assignment.</p> <p>This role will include evening, weekend and bank holiday working for which no additional payment will be offered.</p>
Holiday:	<p>You are entitled to the equivalent of 5.6 weeks holiday during each holiday year (including the usual eight public holidays in England and Wales).</p> <p>As you don't work the same hours each week, your holiday entitlement will be calculated based on the number of hours you actually work and accrue as you work. The Trust's holiday year runs between 1 April and 31 March.</p> <p>We may require you to take (or not to take) holiday on specific days as notified to you, including when we are closed.</p>
Location:	<p>You'll be based in Woolwich, southeast London. On occasion we may require you to work at other locations in London for events.</p>
Notice period:	<p>If we have offered you work that you have accepted we will give you at least one week's notice before withdrawing or changing that offer of work. We expect you to give us at least one week's notice before cancelling any shifts that you have accepted and if you do not do so or if you regularly cancel shifts after accepting them, we may withdraw any further offers of work and not offer you work in future.</p>
Uniform:	<p>You will be required to wear a uniform and follow a dress code in this role. You will be responsible for washing and ironing your own uniform and other clothes, ensuring that you are well-presented at all times.</p>
DBS check:	<p>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</p>



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 work that we may subsequently make.

References and right to work: Any offer of work 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:

