

**THE ARTS MANSION (ASHTON COURT) – DUTY MANAGER VACANCY**

**Hours:** Varies. Approximately 3 days a week in June, July, September, October & November. 3 –10 hour shifts.

**Place of Work:** Ashton Court Mansion, Ashton Court Estate Long Ashton, Bristol BS41 9JN.

Staff are responsible for their own transport to and from the mansion, but taxi’s will be paid for by Artspace Lifespace for non-drivers working at the mansion after 9pm.

**Reporting to:** Company Manager and Project Coordinator

**Rate:** £9.90 per hour

**Type of Contract:** Zero Hours. Fixed term until November. The contract may be extended.

**Benefits:** After 6 months of employment, Artspace Lifespace pay freelance staff holiday pay. You can also enrol onto our paid Healthcare scheme for staff. You can also use the mansion for private rehearsal time when there are no other bookings and avail of a free desk space in our office for your own use between June and November.

**About the Role**

Artspace Lifespace has been running The Arts Mansion (Ashton Court Mansion) since 2018 as a multi-use arts venue. We hire out the spaces to a range of organisations during the week and weekends including evenings. We are looking for a bank of duty managers to work for us on an ad hoc basis predominantly during the week between 8-6pm but you may occasionally be asked to cover weekends and evening events.

We are also looking for bank staff who are interested in picking up occasional weekend and evening work.

**Responsibilities**

The Duty Manager has responsibility for the safe and effective operation of the building during activities and events. The ideal candidate will be able to work with a diverse range of people and be able adapt to an ever-changing environment. Your main duty will be to set up and maintain all facilities for bookings and offer excellent customer service to all space users.

You will work closely with the Artspace Lifespace Company Manager and Project Coordinator Alice Newton. You will be very customer facing, many of the visitors to the mansion will be interested in the house not just as an arts venue but in the history of the house and you will be expected to field any questions they may have. The role is also hands on, as part of your duties you will be required to set up for meetings / events, empty bins and ensure the venue is clean and tidy for the next booking.

**Daily tasks**

You will be responsible for:

* Opening / closing the site, ensuring the building is secure at all times.
* Check in with bookings for the day and checking all spaces are set up for bookings.
* Carry out actions identified in the Duty Manager diary (in office) you have been requested to do.
* Check / tidy all facilities and replenishing stock in the toilets and kitchen.
* Manage waste – recyclable + non-recyclable – take waste to bins in the courtyard
* Put any lost property in a box and register on log in the diary.
* Washing up
* Sweep / Hoover and mop if necessary.
* Talking to visitors to the mansion. Sharing the history of the house with visitors.
* Recording visitor numbers and replenishing equality monitoring forms. Logging total numbers in ACM Visitor No spreadsheet at end of the day and manually entering monitoring data onto the online survey.
* Using Izettle for any payments.

**KEY TASKS:**

1. Maintaining the general cleanliness of the site.

2. Ensuring rooms are prepared and presentable for use.

3. Removing all rubbish and recycling to the designated bins.

4. Noting any repair and maintenance requirements and placing orders via the Project Coordinator.

5. Report to the Project Coordinator with any issues.

6. Responding to, inspection of, and resetting of fire alarm system as required.

7. Out of hours keyholder and point of contact in emergencies.

8. Closing main doors, securing site, and locking up spaces and setting the alarm before leaving the building.

9. Assisting the users of the mansion, showing potential hirers around and helping identify potential users of the mansion.

**DESIRABLE SKILLS & EXPERIENCE:**

1. Health & Safety basic knowledge

2. Basic understanding of building maintenance requirements

3. Confidence in communicating with external contractors

4. The ability to work within a team

5. Relates well to others and maintain professional relationships

6. Key holding experience

7. Cleaning experience

8. Ordering of materials and stock control

9. The ability to formulate and follow a planned maintenance programme

10. Use of Google calendar essential, ability to organise own workload

11. First Aid qualification

12. Fire Warden experience

13. Practical skills, working at height, changing light bulbs, fixings

14. Event management skills, inc. installing décor, PA, setting out tables, chairs, projectors

**Essential:**

1. Polite, friendly and helpful manner

2. Willingness to work unsociable hours if required

3. Excellent customer care skills

4. Good team player

This job description is not comprehensive, and duties may change and develop according to future requirements.

*Artspace Lifespace Recruitment Process*

We work across a diverse range of creative disciplines and just as it has helped strengthen us as an organisation, we believe our organisation will be stronger with greater diversity and welcome applications from those who bring difference.

We welcome and encourage applications from those currently underrepresented in the arts. If you would like this to be a consideration in your application, please indicate in your submission. Unfortunately, the access limitations to our building, due to stairs and lack of a lift, and the physical requirements of the job (lifting, occasional cleaning) may preclude applications from people with accessibility requirements.

If you have any access needs that require you to submit your application in another format, please get in touch so we can help you find a suitable option. All applications will be assessed according to the same criteria and submitting in a different format will not affect your chances of being selected.

Access information for our buildings can be found by viewing the Venues section of our website https://artspace.uk/venues/

**APPLICATION FORM**

**Please return your completed application and a copy of your CV to artsmansion@artspace.uk**

|  |
| --- |
| Personal Details:First name: Family name:Preferred Pronouns: Address: Post code Phone Number:  |

|  |
| --- |
| Present Employment (if unemployed, give details of last employment)Name and address of employer: Post title: Salary: Date of appointment:Brief description of duties: Full time / Part time?Reasons for leaving/intending to leave if applicable:  |

**If you meet all or most of the essential criteria and identify as someone who is underrepresented in the arts and wish for this to be considered when reviewing your application then please indicate so here:**

**Please demonstrate how you meet the requirements for the post:**

|  |  |
| --- | --- |
| Experience in Duty Management / Front of House |  |
| Ability to quickly establish rapport with a diverse range of individuals and organisations in a calm, non-judgmental manner. |  |
| Excellent customer service, listening and communication skills  |  |
| Computer skills including working knowledge of: |  |
| * Microsoft word, Google docs
 |  |
| * Excel, Google-sheets
 |  |
| * Google Calendars
 |  |
| Flexible and positive working attitude with the ability to accept supervision as well as effectively manage own time and work independently |  |
| Willingness to be ‘hands-on’ with cleaning, moving of furniture and light maintenance if required |  |
| **Other desirable but not essential experience:** |  |
| Previous experience working for an Arts / Community organisation.  |  |
| Interest in Heritage buildings / history |  |
| Knowledge of H&S, ability to create risk assessments. |  |

# Equality & Diversity Monitoring

**Artspace Lifespace** wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this, but filling in this form is voluntary. The information you provide will stay confidential, be stored securely and limited only to staff with responsibility for Human Resources.

What is your postcode? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Gender?** Female ☐ Male ☐ Non-binary ☐ Prefer not to say ☐

If you prefer to use your own term, please specify here ………………………………….

Is your Gender the Same as that assigned at Birth? ………………………………………

**What is your relationship status?** Prefer not to say ☐ Cohabiting ☐ Civil Partnership ☐ Married ☐ Separated, divorced or partnership dissolved ☐ Single ☐ Widowed or a surviving partner from a civil partnership ☐

 **Age** 16-24 ☐ 25-29 ☐ 30-34 ☐ 35-39 ☐ 40-44 ☐

45-49 ☐ 50-54 ☐ 55-59 ☐ 60-64 ☐ 65+ ☐

 Prefer not to say ☐

**What is your ethnicity?**

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box or feel free to self-describe.

**Asian/Asian British**

Bangladeshi ☐ Chinese ☐ Indian ☐ Pakistani ☐ Prefer not to say ☐

Anyother Asian background: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Black/ African/ Caribbean/ Black British**

African ☐ Caribbean ☐ Prefer not to say ☐

Any other Black/African/Caribbean background: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Mixed/multiple ethnic groups**

White and Black African ☐ White and Asian ☐ White and Black Caribbean ☐ Prefer not to say ☐ Any other mixed background: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Other ethnic group**

Arab ☐ Prefer not to say ☐ Any other ethnic group: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**White**

British ☐ Gypsy or Irish Traveller ☐ Irish ☐ Northern Irish ☐

Welsh ☐ Scottish ☐ Prefer not to say ☐

Any other white background: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

People don’t fit into boxes. Please feel free to self-describe:

**Do you consider yourself to have a disability or health condition?**

Yes ☐ No ☐ Prefer not to say ☐

**What is the effect or impact of your disability or health condition and what support would you need from us?**

*The information in this form is for monitoring purposes only. If you believe you need a ‘reasonable adjustment’, then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.*

**What is your sexual orientation?**

Bisexual ☐ Gay woman/lesbian ☐ Gay man ☐ Heterosexual ☐ Pansexual ☐ Prefer not to say ☐

If you prefer to use your own term, please specify**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What is your religion or belief?**

No religion or belief ☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐ Muslim ☐ Sikh ☐ Prefer not to say ☐ Other religion or belief: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What is your current working pattern?**

Full-time ☐ Part-time ☐ Prefer not to say ☐

**What is your flexible working arrangement?**

None ☐ Flexi-time ☐ Staggered hours Term-time hours ☐

Annualised hours ☐ Job-share ☐ Flexible shifts ☐ Compressed hours ☐

Homeworking ☐ Prefer not to say ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you have caring responsibilities? If yes, please tick all that apply**

None ☐ Primary carer of a child/children (under 18) ☐ Primary carer of disabled child/children ☐ Primary carer of disabled adult (18 and over) ☐ Primary carer of older person ☐ Secondary carer (another person carries out the main caring role) ☐ Prefer not to say ☐

**Thank you for completing our Equality & Diversity Questionnaire**