

# WORKPLACE FOUNDATION

09 August 2022

Dear Applicant,

Thank you for your interest in the post of Front of House Assistant at Workplace Foundation.

This application pack includes:

- An introduction to Workplace Foundation
- Dates and information about the job
- A job description
- A person specification
- How to apply

Please read through all of this pack carefully to ensure you have a good understanding of the role. The job description and skills outlined are provided to help you make a strong application.

To apply please send your application as a PDF to: Max Lee at [max@workplacefoundation.art](mailto:max@workplacefoundation.art) with the subject line 'Front of House Assistant Application'.

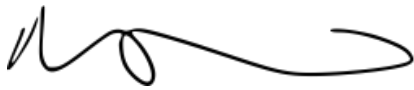
Please also send a completed Equality & Diversity Monitoring Form which can be downloaded from [www.workplacefoundation.art/opportunities](http://www.workplacefoundation.art/opportunities).

The deadline for applications is 6 September 2022, 5pm (GMT). Interviews for shortlisted candidates will be held in September 2022.

We welcome and encourage applications from candidates from all backgrounds who have direct and transferable skills and who are under-represented in the creative industries.

If you require this application pack in another format (e.g large print or audio format) or have any queries please contact [max@workplacefoundation.art](mailto:max@workplacefoundation.art).

Very best wishes,

A handwritten signature in black ink, appearing to read 'Miles Thurlow', with a stylized, flowing script.

Miles Thurlow  
Co-Founder and CEO

Workplace Foundation

## **Workplace Foundation**

Workplace Foundation is a charity founded by WORKPLACE a contemporary commercial gallery based in Newcastle Upon Tyne, UK.

Workplace Foundation supports emerging and under-represented artists with a commitment to UK art scenes outside of London, with a focus on the North of England.

We are core funded by Arts Council England as part of their National Portfolio of Organisations.

### **Vision:**

Workplace Foundation aims to transform the visual arts in Newcastle/Gateshead and the North of England by presenting outstanding, experimental contemporary art, to the both the region and the world.

### **Mission:**

Workplace Foundation is a charity based in the North of England. Established in 2017 by WORKPLACE, an international commercial contemporary art gallery founded in Gateshead in 2002.

Workplace Foundation supports the development of emerging artists and local communities through a rigorous and engaging programme of exhibitions and events.

We aim to enrich the cultural life of the North of England by creating opportunities for the public to engage with art of exceptional quality, and to create a much larger audience for art through the Foundation's local and international networks.

Workplace Foundation serves the communities of Newcastle and the North of England and aims to contribute to the regional art scene, and establish the area as a vital cultural centre within the UK.

## Dates and Information

**Job Title: Front of House Assistant**

**Deadline: 6th September, 2022 - 5pm**

**Interview date: Tuesday 20th September, 2022**

**Salary:** £10 per hour, PAYE or freelance depending on your preference.

**Type:** Full time, fixed term one year

**Start date:** October 2022

**Location:** Workplace Foundation, 12 Blandford Square, Newcastle Upon Tyne, NE1 4HZ.

Our space is accessible and if there are any areas that we can reasonably adapt in order to accommodate we will endeavour to put these actions in place.

**Line Manager:** General Manager

**Team:** The role will involve working closely with all the team, the current full-time and part-time team consists of Co-Founder & CEO, Assistant Director, General Manager and Freelance Front of House Assistant.

**Hours:** The role will be 6 hours a day including a half an hour paid lunch break. A usual day will be from 12-6pm, Tuesday - Saturday, however you will be expected to work some evenings. We operate a time off in lieu policy or flexible working hours to accommodate out of hours working.

**Flexible Working:** As this role is front facing we require that someone is available during opening hours of the gallery, however we want to be able to accommodate other personal/work commitments so please do get in touch if you have any queries.

**Equal Opportunities & Diversity:** We are committed to ensuring an equality of opportunity throughout our recruitment process and welcome and encourage applications from candidates of all backgrounds, particularly from those who are underrepresented in the arts.

**What we are looking for:** We are looking for someone who is passionate about contemporary art and culture with an appreciation of what makes Workplace Foundation a unique offering within the art world and wider communities. As this is an entry level role, prior experience working in galleries is not necessary. We want someone who is enthusiastic, reliable and willing to learn.

We want to be able to provide a role that supports applicants in getting their foot in the door to the creative industry as we recognise the difficulties that this first step presents. You do not have had to have any previous experience of working in an arts organisation but we would like someone who is looking to develop their career in the arts.

## **Job Description**

### **Job Purpose:**

The Front of House Assistant will be responsible for providing a warm welcome to all visitors and ensuring the smooth and safe day-to-day running of our two gallery spaces, library and communal area. The Front of House Assistant will be the front facing member of the team to visitors. This role supports the full team by assisting on a range of administrative tasks, and will be responsible to the General Manager.

Working hours will be five days a week from Tuesday to Saturday when the exhibition programme is live.

### **Key Responsibilities:**

#### **Front of House**

- Welcoming visitors to the gallery
- Providing information to visitors on the current and upcoming exhibitions and events both onsite and online
- Invigilate the gallery spaces, library and communal area, ensuring the safety of visitors and artwork
- Supporting the delivery of talks, events, workshops and previews
- Opening up and locking up the building at the weekend
- General maintenance tasks ensuring the gallery is presentable to visitors

## **Administration**

- Monitoring the info@ email, responding to queries and forwarding on to relevant team members
- Support the management of the library space and its use
- Uploading any recorded events on to digital platforms
- Keep work calendar up to date with activities and external events
- Liaise with our Community of Artists about upcoming events and opportunities

## **Marketing**

- Update the mailing list
- Assist with marketing by drafting and scheduling social media posts
- Research content for Workplace Foundation social media posts
- Log monthly social media and platform insights
- Update website content
- Ensure that the Foundation is actively promoting equal opportunities and inclusivity at all times

## **Evaluation**

- Email previous attendees to fill out evaluation forms
- Carry out in person evaluations for reports and evaluations
- Collate and input data in to audience finder data collection
- Record visitor numbers and any feedback
- Collate data for various reporting including environmental reporting

## **General**



- Uphold and adhere to all of Workplace Foundation's policies and procedures, training will be provided where appropriate
- Any general tasks that may be deemed appropriate by line manager

## Person Specification

### Qualifications, Knowledge, Experience

#### Essential:

Knowledge of contemporary visual art and visual culture

#### Desirable:

Previous experience working in a visitor or customer-facing role

Experience in marketing and point of sale systems such as Eventbrite

Experience using social media platforms such as Facebook Creator Studio

Experience in working with databases such as ArtLogic

### Skills and Attributes

#### Essential:

Ability to commit to the role and show dedication, reliability and punctuality

Ability to work as part of a small team and to co-operate positively with colleagues

An enthusiastic team worker, pro-active and independent, with a friendly manner

Ability to complete tasks with or without reasonable accommodations

## **Desirable:**

Good communication skills including oral, written and presentation (for the general public as well as specialised art audiences)

Proficient in office software (e.g. word, outlook, excel, powerpoint, dropbox)

Basic computer competency with an understanding and familiarity with Content Management Systems

## **Other**

## **Essential:**

An understanding of and an affinity with Workplace Foundation's vision, mission and programme

A strong commitment to equality and diversity

## **Desirable:**

Access to reliable transportation

## How to apply

There are a variety of different ways to apply to the role, you can:

- **Send the following as 3 separate PDF documents**
- **A video and/or audio file**

**OR**

- **A mixture of written and video and/or audio file**

to [max@workplacefoundation.art](mailto:max@workplacefoundation.art) with the subject heading: 'Front of House Assistant Application', in the main body of the email please include your name, pronouns and any access requirements or adjustments you would like us to know about.

**In your application (whether written, audio, video or a selection) please include:**

1. Letter of Application (no longer than two pages or 6 minutes) answering the following points:
  - Why you wish to apply for the post
  - Why you would like to work with us at Workplace Foundation
  - Any previous relevant experience – both within and outside the arts
2. CV and 2 x referees
3. Completed Equality & Diversity Monitoring form (which can be downloaded from [www.workplacefoundation.art/opportunities](http://www.workplacefoundation.art/opportunities))

If you require this application pack in another format (e.g large print or audio format) or have any queries please contact [max@workplacefoundation.art](mailto:max@workplacefoundation.art)

Closing date for applications is **6th September 2022 - 5pm**

### **Selection process:**

The selection process will be carried out by two or three members of our team and will use a structured scoring system.

Please note we do not use CVs as part of the initial long listing process, so please ensure any information you want us to see is included in your statement. CVs will only be taken in to account if candidates are equally competent for the role at short listing.

Equal Opportunities monitoring information may be taken into account at final short listing stage. This is part of our commitment to taking positive action to achieve equality of opportunity throughout our recruitment process.

More information about our recruitment processes can be found on our [website](#).

### **Interviews:**

Interviews will be held on **Tuesday 20th September 2022** - to be confirmed. If invited for interview and this date isn't suitable we will try and accommodate your availability, please indicate this when sending your application.

If you are invited for interview we will contact you by telephone or email with information about the date, time, who from our team will be part of the interview process and ask you to confirm that you are able to attend. Interviews will be held in person.