

SIOBHAN DAVIES DANCE

APPLICATION PACK FOR:
CASUAL FOH RECEPTION STAFF

Thank you for your interest in working at Siobhan Davies Dance. We are currently seeking new FOH Reception staff to join our team of casual workers at Siobhan Davies Studios.

Our FOH team supports the smooth running of Siobhan Davies Studios as a venue, working at the reception desk, at events and on the bar, as well as providing ad hoc administrative assistance to the Siobhan Davies Dance office team.

On reception, the team is the first point of contact for all visitors to the Studios for both [Siobhan Davies Dance](#) and [Independent Dance](#)'s activities. The team is responsible for the daily face-to-face/telephone/email administration of a busy programme of classes, exhibitions and events, as well as a growing business of private hires. During events, they may be working on box office, invigilating exhibitions or performances, ushering guests, or manning the pop-up bar. Our team takes pride in delivering an excellent customer experience for all visitors to Siobhan Davies Studios and for maintaining the building as a safe and attractive creative environment for the community of artists who use it.

We are looking for candidates who are passionate about contemporary dance and choreography, as well as interdisciplinary arts, visual arts, and film; with experience of delivering excellent customer service. Reception work can involve some lone-working; therefore candidates should be conscientious, responsible, and confident when working on their own. The ability to juggle and prioritise multiple tasks and enquiries is also vital for this role.

While hours are flexible, they will primarily consist of evening and weekend work. Shifts are distributed monthly on a rota system; timings may vary week-to-week depending on Studios' activities, however reasonable notice will be given for this. The vacancy will suit candidates who want to gain experience of working in a dynamic cultural venue alongside their other commitments, for example as freelance artists or students.

The position is paid at London Living Wage of £10.55 per hour.

About Siobhan Davies Dance

Siobhan Davies Dance is an artist-led organisation that advances the most compelling dance and choreography being made today. We connect artists and audiences through investigative, collaborative and interdisciplinary artistic activity at our studios and beyond. Our studios are an incubator for new ideas – our activities centre on supporting and showcasing new work by experimental artists, and we bring this same spirit of experimentation and investigation to all areas of our work.

Founded and led since 1988 by pioneering choreographer Siobhan Davies CBE, Siobhan Davies Dance has evolved over the years from a national and international touring dance company into an investigative contemporary arts organisation. Siobhan Davies' curiosity drives the creation of collaborative new works that introduce choreography to, and reveal movement in, other art forms. These new works are central to our programme and provide a starting point for the extended activities of the organisation. Exploring the same theme of enquiry, these varied activities can then provide responses and further provocations to engage audiences and artists alike and in turn enrich the new works themselves. Our programme also includes learning and participation projects, which develop our work into accessible creative learning programmes for education and the community. Placing choreography at the heart of exchanges between teachers, youth leaders and the wider public, this extensive programme offers alternative ways of experiencing dance to a broad range of audiences. By applying our artistic processes to the design of our participation projects we are able to introduce non-dance professionals directly to our dance artists' practice.

Siobhan Davies Studios opened in 2006 and were the realisation of Siobhan Davies' long-standing goal of establishing a permanent base for the organisation and for independent dance artists. The Studios are a vibrant arts space in central London, filled with dance, film and visual art through a regular programme of exhibitions, performances, classes and new commissions from contemporary artists.

This is an exciting time for Siobhan Davies Dance artistically and organisationally, as we proceed with carrying out the objectives of our business plan. Our team looks forward to welcoming new members to support innovative ways of achieving our ambitions. We are seeking to ambitiously reimagine the way we work by deepening and expanding the role of artists alongside Siobhan Davies in the artistic leadership of the organisation.

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How to apply:

In this pack we have included a job description to support your candidature, which we request be addressed through our application form. Please pay particular attention to how you meet our person specification when completing your supporting statement.

Please be aware that we will not accept applications by C.V. and covering letter; we will only accept completed application forms.

To apply for this vacancy, please send your completed application form to us in a clearly marked envelope with the reference '**FOH19**' to the address below or alternatively, you can send it by email to jobs@siobhandavies.com with **FOH19 - your name** in the subject line.

The **deadline for applications is 9am, Monday 10 June 2019**; we will not be able to accept late applications so please ensure that your application is submitted in good time for this deadline.

We are looking for those with availability to start as soon as possible, and full training/induction will be provided.

Interviews will be held on **Friday 14 June 2019**, at Siobhan Davies Studios in South London SE1 6ER. The successful candidate(s) would start as soon as possible.

We look forward to receiving your application, and thank you for your interest in our organisation.

Kind regards,



DAMARIS MCDONALD
EXECUTIVE DIRECTOR

Siobhan Davies Dance
85 St George's Road
London SE1 6ER

JOB DESCRIPTION FOR THE POST OF CASUAL FOH RECEPTION STAFF

Objectives: Casual FOH Reception Staff are members of the Operation team, and within this team have customer service responsibilities for Siobhan Davies Studios. The FOH Reception staffs are responsible for all building users, and are the first point of contact for all external enquiries including hires. Following training each FOH Receptionist becomes a key-holder, first aider and fire marshal for the Studios.

The FOH Reception staffs additionally provide ad hoc administrative assistance to office staff, and support for events, including serving drinks.

Reports to: General Manager

Works closely with: Lead Receptionist & Admin Assistant, Studios & Events Manager, Administrator, and General Manager.

Key Responsibilities:

1. Reception

- Open and close the building, as a key-holder, in line with agreed security procedures.
- Monitor all areas of the building to ensure that exhibitions and public facilities are safe, accessible, clean and tidy at all times.
- Greet all users of the premises, coordinating any access requirements and maintaining excellent standards of customer service at all times.
- Maintain a good knowledge of all Siobhan Davies Dance and Independent Dance's activities, ensure information about the programme is disseminated proactively and accurately to visitors.
- Represent the organisation as first point of contact for external enquiries by telephone and email, reflecting the organisation's personality and values.
- Maintain awareness of occupancy and activities within the building at all times, acting as the designated Fire Warden and First Aider when on shift.
- Take bookings and collect fees for classes, events and performances for Siobhan Davies Dance, Independent Dance and resident companies; reconcile cash at the end of shifts.
- Manage incoming and outgoing post and deliveries for the organisation.
- Ensure that general housekeeping tasks are regularly processed, including laundry and recycling.
- Monitor the levels of building supplies and prepare orders as required.
- Respond to all enquiries regarding space hires, taking bookings and processing payments on Artifax Event booking system.
- Assist the servicing and setup of all hires and events, including catering, furniture and basic AV.

2. Events

- Invigilate performance spaces, film screenings and exhibitions.
- Usher audience members, managing the flow of people throughout the building in a safe manner.
- Serve refreshments (including alcoholic beverages) at the bar in accordance with the terms of the Studios' premises licence.
- Provide box office services; registering guests, selling tickets, reconciling event attendance.

3. General

- Uphold and adhere to current company policies and procedures:
 - Health and Safety
 - Safeguarding and Child Protection
 - Equality and Diversity
 - Environmental
- Ensure that there is an effective flow of information throughout the company.
- Undertake any other tasks as reasonably requested.

PERSON SPECIFICATION

Essential

- Enthusiastic about contemporary arts particularly interested in dance and choreography
- Experience of working in reception, box office or similar customer service environment
- Excellent written and spoken English
- Excellent customer service skills
- Excellent IT skills and familiarity with MS Office
- Organised, neat and tidy, with a high level of attention to detail
- Enthusiastic self-starter who can manage a busy workload
- Experience of working under own initiative
- Ability to work flexibly within a team environment
- Willingness to undertake training to develop skills, in particular Health and Safety (First Aid and Fire Marshal training)

Desirable

- Experience of cash handling
- Experience of working with Artifax
- Experience of working with CRM systems and databases

TERMS

This contract is offered on a casual basis, meaning that there is no determined length to the contract and that shifts will be mutually agreed on a monthly basis dependent upon availability (both of work and of the employee).

Wages: £10.55 per hour (London Living Wage)

Holiday: For casually contracted employees, annual leave accrual will be calculated and paid out on a monthly basis. Any time off is arranged through availability and the rota (set monthly).

Working hours: Flexible, including evenings and weekends. Studios opening hours vary according to our programme, between 8am – 10pm Monday to Sunday.

Location: Siobhan Davies Studios, 85 St George's Road, London SE1 6ER

EQUAL OPPORTUNITIES

To help us monitor our equal opportunities policy, we would be grateful if you could complete the equal opportunities monitoring portion of the application form. When your application is received, this form is removed and is not used during the short-listing process. The information submitted is kept in the strictest confidence, following data protection requirements, and will only be used to monitor and analyse the progress of the organisation's equal opportunity policy.

Equal Opportunities Policy

Siobhan Davies Dance is an employer, a provider of services, a member of numerous communities and a purchaser of goods and services. Within this context, the organisation does not make any assumptions about the physical, social or cultural background, or other protected characteristics of its audiences, service users, actual or potential employees, collaborating artists, partners or service/goods providers. We recognise protected characteristics as being:

race, ethnicity, gender or gender reassignment, marital status, parenthood, age, class or socio-economic status, sexual orientation, disability, religion or belief.

With due regard to the Equality Act 2010, Siobhan Davies Dance is committed to:

- the elimination of unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act by ensuring that that no potential or actual employee, recipient of the organisation's services or participant in the organisation's activity, receives less favourable treatment on the grounds of any protected characteristic, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable
- advancement of equality of opportunity between people who share a protected characteristic and those who do not by ensuring the widest possible access to the organisation's artistic work, as well as its facilities and services and within its workforce, ensuring that selection criteria and procedures for recruiting new employees or participants in the organisation's activity be such that individuals are selected and treated on the basis of their relative merits and abilities.

Siobhan Davies Dance has made a commitment to interview all applicants who identify as disabled and meet the minimum criteria for this job.

Please indicate if you have any access needs for interview, or call Administrator, Sophie Cleak to discuss these on 020 7091 9650 or email jobs@siobhandavies.com.

DATA PROTECTION

The information you give in your application will be used to create a shortlist for interviews. Any data about you will be held securely with access restricted to those involved in dealing with your application in the recruitment process.

Your application will be kept on file for a maximum of six months and then destroyed in a confidential manner. Any applications received after the closing date will be discarded immediately.

Should any job opportunities arise in the future for which we think you may be suitable, we may send you application details about the vacancy. In addition, we may contact you in the future for feedback on our recruitment procedures.