

Spike Island

PERSON SPECIFICATION

FRONT OF HOUSE ASSISTANT

Attributes	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • Qualification in an arts related subject
Knowledge		<ul style="list-style-type: none"> • Knowledge of, and interest in, contemporary visual art and design
Experience	<ul style="list-style-type: none"> • Experience in a customer facing role • Experience in dealing with customer enquiries; in-person, by phone and email • Good understanding of health and safety practice 	<ul style="list-style-type: none"> • Experience in an arts, museum or cultural organisation • First aid qualifications
Skills	<ul style="list-style-type: none"> • Ability to work calmly under pressure, to respond creatively to challenges and think laterally • Strengths in problem solving and ability to maximise limited resources • Computer literate, knowledge of Microsoft Office and ability to work intuitively with other software packages such as databases and websites • Excellent communication and interpersonal skills • Proactive, assertive and confident • Self-motivated team player • Excellent personal organisation and time management skills • Methodical/organised approach to workload 	
Circumstances	<ul style="list-style-type: none"> • Committed to working flexibly within a small team 	

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ARTS COUNCIL
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Terms and Conditions of Appointment

Job description:	The job description is a guide to the targets that the Front of House Assistant is expected to achieve. They may be changed from time to time by agreement to meet changing circumstances.
Hours of work:	<p>Variable hours across weekends, Saturday and Sunday, during an exhibition run. (Exhibitions are programmed across three seasons a year and normally run for between 14–16 weeks.)</p> <p>A weekend shift normally consists of 2.5 hours from 9.45am–12.15pm.</p> <p>There may be occasional opportunities for weekday reception/event cover.</p> <p>Weekend Front of House Assistants are expected to provide availability to cover a minimum of 3 weekends (6 shifts) per exhibition run.</p> <p>You are expected to provide availability in advance of each exhibition run.</p>
Wage:	£9.00 per hour
Term:	Permanent contract
Start date:	As soon as possible
Pension:	Spike Island offers access to a work place pension scheme that you would be eligible for auto enrolment in to on completion of three months' service. If you are not eligible you will be offered the opportunity to join the work place pension scheme after completion of your probationary period.
Probationary period:	This post is subject to a probationary period of six months.
Benefits:	Spike Island offers access to the following schemes: Cyclescheme Access to an Employee Assistance Programme

All such benefits apply during the course of your employment only.