

EVENTS ASSISTANT

Full-time permanent position

Responsible to:	Venue Manager
Salary:	£18,283 per annum
Location:	Merchant City, Glasgow
Holiday entitlement:	29 days per annum (includes public holidays)
Hours of work:	40 hrs per week
Probationary period:	6 months

This vacancy is part funded by the Glasgow City Council and for that reason eligibility criteria apply. Please go to <https://www.glasgowguarantee.org> to make an application. Please note you will need to register on Glasgow Guarantee website in order to apply.

Scottish Youth Theatre (SYT) aims to unlock the creative energies of young people in Scotland through theatre. Our belief in the power of theatre to transform young people's lives informs the range of learning, performance and development opportunities that we offer. Through the theatre process, we give young people the opportunity to collaborate with each other and with professional theatre artists; we give them room to express themselves and voice their opinions and to develop their skills in citizenship and team work as much as in making theatre.

SYT operates out of its home premises in Glasgow. Forming the basement level of The Old Sheriff Court in Brunswick Street in the Merchant City area of Glasgow, the SYT building comprises a range of rehearsal/workshop rooms and studio theatre spaces with accompanying large foyer area, offices, backstage facilities and attractive courtyard area. The building is regularly used by children and young people, arts companies and external hirers for workshops, rehearsals, performances, meetings, training and conferences. The building also hosts four cultural organisations that rent desk or office spaces and make use of the wider facilities.

We are seeking a recent graduate who has a keen interest in developing a career in events or venue management. The successful candidate will work closely with the Venue Manager to provide exceptional standards of event delivery in the building. They will also collaborate with other members of the SYT staff team to ensure close alignment with artistic activities, administrative systems and marketing needs. The successful candidate will have excellent organisational and people skills, a passion for delivering exceptional customer service, a keen eye for detail and a strong interest in developing their experience in an events or arts venue setting.

This is an exciting time to join the organisation with plans in development to rename the building, refresh and update the appearance, equipment and facilities with a more clearly defined focus on young people, the arts and creating an environment highly conducive to creativity. The business model seeks to maximise income from the building to directly benefit the young people who participate in SYT's artistic activity.

EVENTS ASSISTANT JOB PROFILE

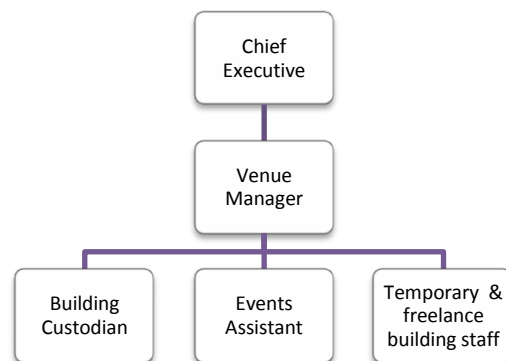
Job Details

Job title:	Events Assistant
Annual salary:	£18,283 per annum
Hours of work:	40 hrs per week
Annual leave entitlement:	29 days per year (including public holidays)
Version date:	October 2016

Job Purpose

To support events in the SYT building in order to deliver a high quality experience for all users, including young people, theatre audiences and external hirers.

Reporting Relationships



Objectives

The post holder will be expected to:

- Support the Venue Manager in delivering a high quality service to all building users
- Undertake administrative processes for external hires of the building in a timely manner
- Collect and collate event data and client/user feedback
- Take responsibility for the set up and dismantling of spaces and equipment for events to meet the needs of all building users
- Meet and greet external users and familiarise them with health and safety requirements
- Give practical support to the running of events in the SYT building to ensure the best possible experience for young people, audiences and external hirers
- Undertake Front of House/Duty Manager/Reception tasks as and when required

Knowledge and Experience

The post holder needs to be able to demonstrate experience of:

- Experience and/or training in a customer facing role
- Awareness of health and safety and good customer care procedures in an events/venue context
- Experience of working with IT and/or administrative systems
- Experience of gathering and analysing data

Skills and qualities

The post holder is expected to demonstrate:

- Ability to build rapport with young people and clients and respond in a warm and considerate manner to needs and requests
- Accuracy in administrative tasks
- Strong organisational skills with good attention to detail
- Able to work effectively under pressure
- Able to identify problems and suggest improvements to the service

Core Competencies

All SYT employees are expected to display the following behaviours:

Service

- Consistently aims for the best possible outcomes for young people and other customers
- Consistently delivers courteous and prompt service, making every effort to be flexible and approachable for customers
- Communicates effectively with all external stakeholders and enquiries
- Is a positive representative of the organisation
- Anticipates and plans for potential problems
- Makes sound, timely and appropriate decisions
- Values diversity – respects all values and viewpoints

Quality

- Is a role model for professionalism
- Continually looks for opportunities to improve current working practices and levels of service
- Makes optimum use of organisational resources
- Seeks feedback from colleagues and customers and responds positively
- Generates creative approaches and ideas to benefit the team and organisation
- Focuses on solutions rather than problems
- Continually updates skills and knowledge

Team

- Is committed to the aims and objectives of the organisation
- Makes a full contribution to successful team performance
- Takes appropriate levels of initiative
- Asks for help when under pressure and helps others when they are under pressure
- Demonstrates flexibility where required to do so
- Collaborates well with others, respecting all viewpoints
- Shares information and communicates in a timely and professional manner
- Has a positive perspective on change

Job Requirements

The post holder needs to have:

- A degree in Events Management or a subject relevant to the role
- Ability to work flexibly and undertake some evening and weekend hours
- Proficiency with IT packages
- Physical ability to set up, move and dismantle equipment required for seating and event delivery

HOW TO APPLY

Please apply via the Glasgow Guarantee Website

<https://www.glasgowguarantee.org>

Deadline for applications **Midnight, Sunday 12th March 2017.**

If you require any further information please call Caroline Cosgrove at Scottish Youth Theatre on 0141 552 3988 or email carolinec@scottishyouththeatre.org