

## **COVENTRY CITY OF CULTURE TRUST VISITOR EXPERIENCE ASSISTANT/S (CASUAL WORKER)**

**Reports to various including Retail, Ticketing and Visitor Experience Leads**

<b>Role:</b>	Visitor Experience Assistant/s (Casual Worker).
<b>Salary:</b>	National Living Wage linked to age group (Under 18 years: £4.62 per hour, 18-20 years: £6.56 per hour, 21-22 years: £8.36 per hour, 23 years and over: £8.91 per hour) inclusive of national insurance and minimum automatic enrolment contributions.
<b>Timescales:</b>	This is an open call-out between now and December 2021. Role/s to commence ASAP from July 2021 onwards, to be delivered on a fixed-term casual worker contract until end of May 2022. Variable hours offered.
<b>Interviews:</b>	Applications will be processed immediately with interviews taking place on a regular basis. If interested, please apply as soon as possible.

### **CONTEXT**

We are a diverse, modern city which is re-imagining the role culture can play in bringing people together. Coventry is a city of welcome, a city of activists and pioneers, a city of peace and reconciliation, a city of innovation and invention, a City of Culture.

The Trust is committed to:

- Welcoming 2.5m additional visitors to Coventry in 2021/22
- 80% of the city's residents experiencing at least three events in 2021/22
- Increasing audience attendance from under-represented communities by 20%
- Activating more than 16,000 volunteers and participants
- Making long-lasting, tangible social change in Coventry
- Transforming who holds the power to create and curate in the city
- Starting a wave of cultural investment across the region

Coventry's City of Culture programme commenced in May 2021 and will run for 12 months, allowing us to keep our promise to the city and region - to deliver an extraordinary year and telling the story of the city that moves.

**COVENTRY CITY OF CULTURE TRUST  
C/O THE HERBERT ART GALLERY & MUSEUM, JORDAN WELL, COVENTRY, CV1 5QP  
WWW.COVENTRY2021.CO.UK**

REGISTERED ADDRESS: THE HERBERT ART GALLERY & MUSEUM,  
JORDAN WELL, COVENTRY, CV1 5QP, COMPANY NUMBER: 09808960  
CHARITY NUMBER 1165639, LIMITED BY GUARANTEE  
REGISTERED IN ENGLAND AND WALES

## **JOB DESCRIPTION**

The Trust is looking to appoint Visitor Experience Assistants to work in our Retail, Ticketing, Food and Beverage outlets and Trust venues as part of our Retail, Box Office, Food and Beverage and Visitor Experience offer. Managed by the Trust's Retail & Ticketing Supervisors, with additional support from our Delegates Office and Visitor Experience team, you will help to provide an excellent customer service to our visitors and customers.

## **THE ROLE**

With a base at Hertford Street Shop and Visitor Hub and redeployment to other venues and activities across Coventry as required, you will:

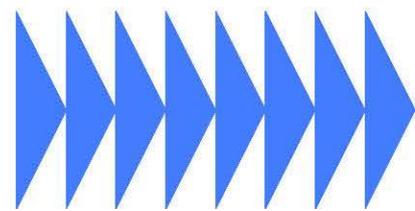
- Be part of the team at our Hertford Street and other retail, ticketing, food and beverage and event outlets; helping to deliver an amazing year of culture
- Provide exceptional customer service
- Serve customers to retail products, tickets for events and food and beverages, offering event / front of house support as required
- Ensure accuracy of data inputting information and processing transactions
- Prepare online retail orders and support with distribution
- Support with administrative tasks including preparing information for customers, visitors and special guests
- Greet V.I.P.S, including providing a warm welcome, serving and talking to guests as instructed by our Delegates Managers
- Provide a welcome and assistance to City Host volunteers
- Actively engage with the organisation's vision and mission and strategies regarding artistic ambition, equal opportunities, diversity and accessibility, participation and engagement, environment and sustainability and evaluation and monitoring
- To be aware of, and undertake to comply with and to help develop, the Trust's policies and procedures including, but not limited to, GDPR, Health and Safety, Safeguarding and Diversity and Equality and Inclusion Policies

## **PERSON SPECIFICATION**

- Commitment to providing the highest level of customer service
- Excellent communication skills
- Ability to work efficiently in a busy environment
- Self-motivated, enthusiastic and a strong team player
- Flexible in terms of ability to be deployed to different activity, teams and locations
- Retail, Ticketing and / or Food and Beverage sales experience desirable
- EPOS (electronic point of sale) experience desirable
- Accuracy in inputting and handling data and processing payments and orders
- Competent across IT and software, including a strong working knowledge of Microsoft Office, and willingness to learn other software programmes
- Attributes of diplomacy, confidentiality, trust and respect for colleagues and partners
- To be based in, or able to move within commuting distance of Coventry



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## GENERAL

Coventry is one of the most diverse cities in the UK and we want our Team to reflect that diversity. We value the benefits of a diversity of life experiences, cultural and social knowledge and are particularly keen to hear from candidates from currently under-represented groups, including those with disabilities.

We are looking to build a team of people from a range of backgrounds and range of experiences. We can provide mentoring and training/support to less experienced candidates. Training and talent development within the Trust team and within the wider sector is central to our approach. All postholders are expected to participate in training and development activity and to contribute time and expertise to supporting our training programmes on site and occasionally off site.

This list of responsibilities is not exhaustive and team members will be required to perform duties outside of this as operationally required.

## PROCESS

Please submit an up-to-date CV and letter (maximum 2 pages) addressing your interest and suitability for the post with particular reference to the person specifications.

Alternatively, you can provide an audio or video submission.

As part of this process, please share with HR and Team Development any support and access requirements. We will provide assistance during the application and interview phase, as required.

Please note: If selected for interview, this may take place at the Hertford Street Shop or online via Zoom. We will work with you to ensure any inclusion requirements are met. If you require additional assistance during any stage of this process, including interview, please let us know.

Coventry City of Culture Trust is committed to equal opportunities and will treat all applications fairly based on written submissions, please complete the anonymous equal opportunities form available at [www.coventry2021.co.uk/jobs](http://www.coventry2021.co.uk/jobs)

Applications should be sent to [recruitment@coventry2021.co.uk](mailto:recruitment@coventry2021.co.uk)

## TIMETABLE

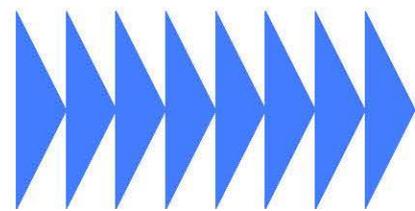
**Advertised** – From Thursday 15<sup>th</sup> July 2021

**Deadline for submissions** – Open call-out until end of December 2021. If interested, please apply ASAP.

**Interviews** – Taking place on a regular basis throughout this period.



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**Salary** – National Living Wage linked to age group (Under 18 years: £4.62 per hour, 18-20 years: £6.56 per hour, 21-22 years: £8.36 per hour, 23 years and over: £8.91 per hour) and inclusive of national insurance and minimum automatic enrolment contributions.

## **TERMS AND CONDITIONS**

This is a fixed term casual worker post until May 2022

- You have no normal hours of work and you will be required to work on an 'as required' basis with frequent evening and weekend work
- Your hours and days will vary according to the needs of the Trust on any day from Monday to Sunday
- You will only be paid for the hours that you work
- Salary / hours worked is paid monthly in arrears
- The Trust's appointed pension provider is NEST. The Trust will comply with its statutory obligations regarding auto enrolment at the appropriate time
- The Trust holiday entitlement is 33 days per annum including public holidays. Holiday must be taken at a time to suit all colleagues
- For this fixed term contract, holidays will be calculated on a pro rata basis. This will be based on hours worked. Any accrued and unused holiday will be paid at the end of the contract. Holiday must be taken at a time to suit all colleagues
- Main place of work is the Trust's Hertford Street Shop, Coventry City Centre with frequent attendance at meetings and activity in locations across the city
- On confirmation of appointment the notice period is one week
- On appointment the successful candidate must be able to provide the correct documents as proof of their right to work in the UK for duration of the contract
- The candidate's contract of employment with the Trust does not come into force until the first day of work

For more information about the Coventry 10-year Cultural Strategy visit [www.covculture.com](http://www.covculture.com) and for more information about Coventry UK City of Culture 2021 visit [www.coventry2021.co.uk](http://www.coventry2021.co.uk).



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