



Department
for Work &
Pensions

KICKSTART SCHEME

DWP Bid Unique Identifier KS5227A28F

Job Placement title Sales and Events Assistant

Company name Farnham Maltings Association Ltd

Job Placement summary (Outline of the job description including key responsibilities and detail of the skills the young person will develop. Please provide as much detail as possible. Please do not use bullet points)

This is a new role offering support across our FOH, events and marketing teams. The purpose of the role is to ensure our visitors get the best possible service, and create a positive, warm and welcoming environment for our community.

Key responsibilities include:

Working on the Box Office supporting the team with the sale of tickets in person and on the phone and on the distribution of tickets before events. Greeting visitors as they arrive and answering enquires.

Working with the Front of House Manager and the Events team to steward performances and events, being aware of health and safety measures and directing visitors where needed.

Attending Events Planning meetings and supporting the Events Team with administrative tasks including creating welcome packs and passes for exhibitors creating and collating content for social media.

Working with the Duty Managers and Café team to set up rooms for activities and events, including putting out and removing tables and chairs and ensuring any catering requests are fulfilled.

Attend Marketing Team meetings and assist the marketing team with administrative tasks such as press clippings, packing and distributing print materials, creating and scheduling content for the website and social media.

The successful applicant will have the opportunity to learn how a venue is run both on the customer facing and administrative sides. Key transferable skills that will be developed as part of this role include team working, digital and IT skills, organisation and time management, showing initiative, written and verbal communication skills.

This role is ideally suited to someone friendly and approachable who is happy talking to lots of different people. Our ideal candidate is someone who likes to get stuck in and enjoys working as part of a team.



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Essential skills, experience and qualifications (please do not use bullet points)

No previous experience required, but some previous experience of customer service would be an advantage. The role will involve some manual tasks and reasonable adjustments can be made for disabled applicants. Training will be given in all areas of the role.

Job category (DWP use only)

Number of hours per week 25

Working pattern and contracted hours (including any shift patterns) 25 hours in total per week, which will include evenings and weekends. Working hours per day will vary, but will always fall between the hours of 8am - 10pm depending on requirements. The rota is agreed 1 week in advance depending on events.

Hourly rate of pay National minimum wage

Details of employability support (training opportunities/mentor)



Our placements will have the option to participate in the following areas of the support:

- CV, application and job support: 3x Virtual Employee Circles in collaboration with Future Creators
- Employability skills workshops (such as online workshops in finance/budgeting, communication and leadership)
- Equality, diversity and inclusion training (such as Unconscious Bias training and Gender smart training)
- Introduction to the creative industries: insights into career paths into the industry from professionals

All support will take place online. All sessions will focus on transferable and employability skills and will draw on expertise from the arts and culture sector. It will be run in collaboration with partners and colleagues across the UK.

The support will take place over the duration of the placement with opportunities for the employee to book the sessions most relevant to them.

In addition, we will offer:

- Direct support from a line manager and a mentor
- Regular 1-2-1 meetings
- Opportunity to shadow other roles
- Organisational training and development opportunities such as First Aid and DBS
- Appraisals
- Personal development based on career aspirations
- Structured 6-month plan to develop skills and personal goals
- Support from key partners who can offer expertise for the employee on the scheme
- Access and support from wider team in specialised areas of expertise such as Digital and Technical skills

Closing date for applications Monday 16 August 2021

Using the table on the next page please provide details for each Job Placement by location.



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Employer Job Placement reference (where applicable) 12 Characters Max	Job Placement location and address (including post code)	Contact details for the Job Placement Name (required) Email address (required) Telephone (optional)	How to apply for the Job Placement	Number of Job Placements at location	Maximum number of referrals per Job Placement	Is public transport available? Yes/ No/ Don't know	Anticipated start date/s (if known)
Maltings venue	Farnham Maltings, Bridge Square, Farnham GU9 7QR	Rosie Bunnage, HR Manager rosie.bunnage@farnhammaltings.com	Applicants should complete Farnham Maltings standard Application Form including a reference, and Equal Opportunities Form. https://farnhammaltings.com/jobs	2	30	Yes	1 September 2021 - provided the venue is allowed to open by this date according to Government regulations surrounding the Coronavirus Pandemic