**Sands End Arts & Community Centre Front of House staff**

£12/hour, rising to £13.15 from April 1st in line with London Living Wage increase

Sands End Arts & Community Centre (SEACC), an independent charity (charity no. 1191900), are looking for proactive, friendly and hardworking individuals to join our front of house team.

**About Sands End Arts & Community Centre**

Sands End Arts & Community Centre, an independent charity (charity no. 1191900) is a new, purpose-built arts and community centre on the corner of South Park. Designed by Mae, the architectural multi award-winning building, including being on the RIBA Stirling Prize 2022 shortlist, comprises several light and attractive spaces, a community café, a Lodge gallery, landscaped garden and a grove of walnut trees. SEACC is open seven days a week including most bank holidays and hosts public and private events. The Centre is used regularly by children's groups, holiday clubs, sports classes and for community meetings and birthday parties. SEACC is building up a reputation as a location for classical music concerts and the performance arts and is looking to launch it’s own programme of activity this year.

**The person we are looking for**

This is an exciting opportunity for someone with excellent people skills and some previous customer service experience.

We are seeking 2 or 3 people to join the team in a casual capacity, picking up shifts to suit the needs of the business. The role would suit a local person looking to pick up some occasional additional work in a friendly and welcoming community arts centre.

**Main areas of responsibility, including but not limited to:**

- Opening and closing the centre

- To be trained to work in the bar and reception

- To ensure public area and toilets are presentable at all times

- Handling customer issues, queries and complaints

- Ensuring that security and safety regulations are met

- Speaking and interacting with both new and regular customers

- To be responsible for the safety and comfort of patrons before, during and after events

- The ability to work flexible hours and shifts which may include early mornings, late nights, weekends and bank holidays

- Contributing to a positive work environment

**The successful applicant will have the following attributes:**

Essential:

* Clear communication skills
* Strong problem-solving skills
* Previous customer service experience

Desirable:

* DBS checked
* First aid trained
* Experience of working with young adults with Learning Disabilities
* Experience of working within a community or arts centre
* Can easily commute to the centre

**Terms and Conditions:**

£12/hour, rising to £13.15 from April 1st inline with London Living Wage increase

Statutory pension and sick pay

25 days holiday per annum plus bank holidays (33 days total)

Probationary period of 3 months (to include a 1 month formal review)

8 week notice period after confirmation in post

**To apply:**

Please send your CV along with a few sentences demonstrating how your experience meets our ‘Essential’ and ‘Desirable’ person criteria to welcome@seacc.uk and include Front of House Staff in the title of the email

Applications will close on 1st March and interviews will take place w/c 11 March