

CRU ASSISTANT APPLICATION PACK



BA (Hons) Professional Dance
Josh Tomlin

PERMANENT ROLE

Salary: £12.21p/h plus Holiday Pay

INTRODUCTION

Thank you for your interest in this opportunity.

This is an exciting time to join Dance City, as we celebrate our 40th anniversary and look to the future.

We're looking for someone who can help us to fulfil the vision, mission and charitable objects of Dance City by:

- providing a warm and friendly welcome and supporting the smooth operation of Dance City activities.
- being the first point of contact for all visitors for Dance City, and becoming responsible for providing a warm welcome, taking bookings and room hires enquiries for all events and activities, and dealing with customer queries.
- Training in customer service, equality, diversity and access will be provided.

Our mission is to ensure the North East is the best place to dance and experience dance. You'll work in an organisation where you can see the difference you make every day.

If this sounds like you, we look forward to hearing from you.



Anand Bhatt
Artistic Director
& CEO

ABOUT DANCE CITY

We believe in the power of dance to invigorate people and communities, and for dance to hold a special place in people's hearts. Our mission is to ensure the North East is the best place to dance and experience dance.

Dance City is the biggest dance house in the North of England, employing around 130 staff and freelancers. We are responsible for dance development in the whole of the North East region and a population of 2.5 million.

We are a **Catalyst, Convener and Creator** of excellent dance and movement experiences from the North East, for the North East and the world.

A Theatre Dedicated To Dance

Dance City has an intimate 240 seat theatre dedicated to showcasing dance performances from the North East, the UK and across the globe.

Dance For Every Body

We offer over 70 public classes a week in all forms of dance, from ballet to street to Bollywood.

Dance Careers Start Here

The Dance City Training Academy offers specialist dance training for gifted and talented young people from age 10 through our Centre for Advanced Dance Training (CAT), in partnership with the Department for Education, and our BA (Hons) Professional Dance in partnership with University of Sunderland.

Dance Careers Thrive Here

Public subsidy and surplus commercial income allow us to be at the heart of the art - supporting dancers to live their creative careers. We offer professional artists in the north east free daily dance classes, commission opportunities, CPD, free studio space and much more.

Communities Dance With Us

Dance City is not a building, Dance City has a building. Our engagement team gets generations moving from Berwick to Middlesbrough, Hexham to South Shields, in schools, community centres, parks, playgrounds and more.



CRU ASSISTANT

JOB DESCRIPTION

CONTRACT:

Permanent

PROBATIONARY PERIOD:

3 months

KEY PURPOSE:

To provide a warm and friendly welcome and support the smooth operation of Dance City activities.

The Dance City Cru staff are the first point of contact for all visitors for Dance City. They are responsible for providing a warm welcome, taking bookings and room hires enquiries for all events and activities, and dealing with customer queries.

Training in customer service, equality, diversity and access will be provided.

SALARY:

£12.21p/h plus Holiday Pay

LOCATION:

Dance City, Temple Street, Newcastle upon Tyne, NE1 4BR

HOURS:

Various

ORGANISATIONAL RELATIONSHIPS:

Post holder reports to the Cru Manager

Duties and Responsibilities

Primary Duties:

- To act as the public face of Dance City, greeting all users of the buildings and ensuring their experience of visiting Dance City is a positive one.
- To take and manage bookings for classes and assist with enquires about studio/meeting room hires and other workshops or activities as required.
- To answer the phone to all queries, taking messages and liaising with relevant departments. To respond and deal with all email queries.
- To ensure that the studios, meeting rooms, foyer and public areas of the buildings are kept clean and tidy at all times, and appropriate marketing materials are displayed and distributed.
- To prepare areas within the buildings for events and activities, including room set ups and seating arrangements.
- To advise customers, up-selling and cross-selling events, activities and services as directed by the DC Cru Manager.
- To maintain accurate records and manage data through Dance City's CRM systems.
- To complete basic administrative tasks at the request of the DC Cru Manager and other staff members of Dance City.
- To act in accordance with the published Health and Safety Policy of Dance City at all times, reporting & recording any health and safety issues immediately to managers, and ensuring safe working practices at all times including personal and others safety.
- To undertake any other training as required by Dance City
- To attend regular team meetings to hear about updates and changes on policies and procedures.
- To act in accordance with the Data Protection Act, Dance City's Equal Opportunities Policy and Safeguarding Policy.
- To undertake any other duties as requested by the DC Cru Manager.

Ushering

- To support with all aspects of a performance, being the first point of contact for audience queries.
- To ensure the building and theatre are clean and ready for the audience.
- To provide a warm and friendly welcome to audiences, directing them around the building appropriately, checking all tickets are valid and supporting them to find their seats.
- To be proactive during the performance, observing the audience to be ready to support with emergencies, reporting any issues immediately to the Duty Manager.
- To support with any additional marketing or basic tasks set by other departments, such as exit flyering.
- To ensure the theatre and public spaces are left in a good condition once the performance has finished.

Café Assistant

- Organising and controlling the FOH café operation ensuring a high level of customer service
- Ensuring compliance-led Food Handling & Hygiene standards and Health & Safety regulations.
- Supporting volunteers to contribute to the Seven Bridges

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person/s in the post may also have to carry out such other duties as may be necessary from time to time including a) Participation in staff meetings and cross-departmental initiatives b) Participate in training and development as required c) Contribute and attend on work around diversity and environmental sustainability.

Person Specification

- An understanding of & ability to deliver high quality customer service
- Excellent communication skills
- Excellent level of computer literacy
- Ability to pick up new systems and procedures
- Ability to work unsupervised and as part of a team
- Ability to work under pressure & to use initiative
- Ability to build rapport with people from all backgrounds, of all abilities, and of all ages

Experience

- Experience of working in a customer focused environment
- Use or knowledge of ticketing systems and other office-based systems - desirable
- Coffee trained – desirable

Personal Competencies

- Willingness to be a team player and with the ability to work unsupervised and on own initiative
- Ability to work well under pressure, especially in busy environments (busy classes and performances)
- Very strong communication skills
- Creative and lateral thinking
- Patience and confidence in your ability
- Outstanding attention to detail
- Willingness to undertake additional training in order to support DC Cru Managers & Duty Managers, such as First Aid, Fire Warden

HOW TO APPLY

Please send a CV and cover letter to Anand Bhatt,
CEO and Artistic Director:

anand.bhatt@dancecity.co.uk.

In your cover letter please demonstrate how you meet
the person specification.

Applications are reviewed on a rolling basis, so apply
early for best consideration

Please note that any offers of employment are subject
to two satisfactory references, of which one must be
from a current or most recent employer. Evidence of
right to work in the UK is also required.

If you require this information in a different format, or
would rather submit a video or audio file, please let
Anand Bhatt, CEO and Artistic Director, know and we
can enable this to happen.

Dance City actively encourages applications from
those with less visibility in the arts. We specifically
welcome applications from women, disabled people
and those from Black, Asian, ethnically diverse,
LGBTQ+ and international backgrounds with the right
to work in the UK.

Dance City,
Temple Street,
Newcastle upon Tyne
NE1 4BR

0191 2610505
dancecity.co.uk

 @dancecity
 @dance_city_newcastle

