

Visitor Experience Assistant

Application Pack 2023

**Application
deadline:**
This will be a
rolling
opportunity.

z-arts.org

335 Stretford Road,
Hulme, Manchester,
M15 5ZA

Registered charity 1093556

Ask us a question or call for a chat.

Get in touch in whichever way works best for you
– or drop us a line and ask us to call you back.

Email: zoe@z-arts.org

Call: 0116 226 1912



In this pack you will find...

Page 3	Role Overview
Page 4	Welcome from our CEO
Pages 5 & 6	About Z-arts
Pages 7 - 10	Working at Z-arts
Page 11	What our families say!
Pages 12 - 17	The Role
Page 18	How To Apply

TITLE: **Visitor Experience Assistant**

Hours: **The posts are offered as either zero-hours or minimum-hour contracts depending on what suits both parties.**

Your actual hours to be worked each week will be as necessitated by the needs of the business and this will include evenings or weekend work. Your actual working hours will be notified to you by your line manager via our online rota system.

Payment will only be made for actual hours worked. Working hours will vary each week.

We are looking for people who can work on Saturdays, Friday evenings, school holidays, occasional Sundays, and weeknights.

A good deal of flexibility is required for this role.

Deadline / Interviews: **On a rolling basis**

Salary: **£10.90 per hour**

Ideal start date: **As soon as possible**

Welcome from our CEO



Here's a BIG welcome to Z-arts - the UK's only dedicated arts centre for children and families.

We pride ourselves on being welcoming and family-orientated, and I try to extend that to the whole team as well as to our visitors. Many organisations like to call themselves a family, but at Z-arts, we take it one step further!

I'm delighted you're interested in working with us. The staff here are an amazing bunch, full of vivacity and passion for the work we do and if you join us, you'll see for yourself that it's a great place to work. The children and the artists are all pretty inspiring too. Not that it's not hard work. We're a small team, and we expect you to go the extra mile.

The payback is that you'll learn loads, including skills that might not be on your job spec, make friends and enjoy a job that is the spice of life - variety - every day is guaranteed to be different.

You'll find my door is always open (there's often a tennis ball flying in and out of it for Siskin, the office dog to play with), so if you have any questions or great ideas to share, just ask. I hope you enjoy reading this pack, and are encouraged to make an application.

We look forward to hearing from you soon!



Our beautiful Edwardian building!



Liz O'Neill CEO



Siskin - Apprentice CEO

About Z-arts



Z-arts is the UK's only dedicated arts centre for children and families, delivering a broad range of performing arts events, performances, exhibitions, activities, workshops and participatory opportunities.

Our Mission

To inspire and enable generations of young people from Manchester and beyond to use creativity to achieve their potential.

- Z-arts uses creativity to inspire, enrich and enable children, young people, and families to reach their potential and be the agents of change in their own lives.
- In our arts centre in Hulme, in education, in communities, at home, and across networks.
- Developing Children, Young People, Educators, Artists, and Family-togetherness.

Based in Hulme, we are committed to supporting our local communities as well as reaching out across Greater Manchester and the North West. We operate from a large Edwardian building that includes a 230-seat theatre, gallery, recording studio, music room, dance studio, café, our brand-new children's library, escape room, and rehearsal/meeting rooms. But there is much more to what we do that is outside of the building.

We lead networks: Big Imaginations children's theatre network; MADE (Manchester Cultural Education Partnership); and the Manchester Family Arts Network.

We receive strategic funding from Manchester City Council, to lead on best practice for engaging children and young people in arts and culture. We are an Arts Council England National Portfolio Organisation, leading and delivering the Big Imaginations regional network of children's theatre, programming, and commissioning relevant, diverse theatre for the modern family.

We lead the Manchester Cultural Education Partnership (MADE) Working Group, with a vision to make Manchester a beacon for creative education, where the arts add magic to life experiences and learning for everyone.



What We Believe

Our manifesto to our families...

Z-arts is a place to express yourself, celebrate your imagination, have fun, be entertained, and dream big! So, whatever your age and whether you're coming to see a show or make some amazing mini-masterpieces in one of our arts workshops, we hope you enjoy your visit to Z-arts and are inspired by your own creativity.

History of Z-arts

Pavarotti sang here. Warren Beatty used our building in his film Reds. And Benji Reid's Life of a B-Boy was born here, if there's one thing that's for sure it's that Z-arts has a fascinating and eventful history!

www.z-arts.org/about-us/our-history/

Want to find out loads more about Z-arts?
Head to our website...

www.z-arts.org/about-us/

You can also have a nosey at our social media channels if you fancy.



Working at Z-arts



We believe that theatre and the arts are for everyone.

They are inspiring, immersive, and magical, and we want to share the joy of creativity, imagination, and storytelling with children and families in Greater Manchester and beyond.



Our Values

welcoming

forward-thinking

inclusive

engaging

vibrant

fun

A recent staff workshop identified 'inclusive' and 'fun' being our primary values.

It's sometimes all hands on deck!

Z-arts has a relatively small team with lots on the agenda that we aim to get our teeth stuck into! This sometimes means that it's all hands on deck - so be sure you're up for doing a little bit of everything.

We need you to get involved to help support our organisation and the amazing work we do. Getting involved varies from, giving a wave to our social media channels, welcoming a school to our building, being a budding steward, or helping out the Box Office team over the Christmas period.

We work collaboratively across our teams and alongside the many networks we lead.



Working at Z-arts



At Z-arts we feel it's vital that our employees are well rewarded. We are constantly reviewing the details of our package, but the things you'll be able to enjoy currently include:

- 23 days holiday per annum, plus statutory public holidays (pro rata for part-time staff).
- Entitled to one extra days holiday after one year of continuous service.
- Group Personal Pension scheme – Z-arts contribute 3% of the salary for each employee which contributes 5%.

Sub-Groups

There are four sub-groups run by our staff here at Z-arts, these are:

- **Diversity**, driving our diversity manifesto forward throughout our activity.
- **Access** ensures everyone's visit to Z-arts is as enjoyable as possible.
- **Green Champs**, our environmental heroes.
- **Wellbeing**, to make sure our employees feel at their best!



Wellbeing

At Z-arts, employees' wellbeing is a big priority, and we want employees to be the best they can be. Our wellbeing benefits up to now include:

- Flexible working hours
- Team well-being walks
- Refreshments in our staff kitchen
- Regular all staff meetings
- Regular team socials! (We know lots of people in the arts & cultural sector, there's always a ticket or two going for shows & events across the city)
- Free tickets to all of Z-arts events & productions!
- Buddy System
- Team Away Days





Diversity

We've recently been working on our new diversity manifesto. Here's a snippet below.

Our activities reflect our audiences, and we aim to represent all the different communities in our area. Z-arts is an antiracist organisation. We do not tolerate discrimination of any kind. We practice inclusivity and accessibility and are learning how to embed trans-inclusivity across all we do. Z-arts is welcoming to all people who do not discriminate against others.

We acknowledge all protected characteristics in the Equality Act 2010 – including age, disability, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation recognising socio-economic status and class as a thread that intersects all of these.

As a **learning organisation, Z-arts is always open to change.**

You can read more about what diversity means to Z-arts at:

www.z-arts.org/about-us/work-at-z-arts/



Our Recruitment Policy

Z-arts have a recruitment policy in place to ensure job applicants are considered equally and fairly, and are not discriminated against based on their race, nationality, ethnicity, religion, gender, sexual orientation, marital or civil partner status, disability, or age.

You can find out more about our **Unconscious Bias Recruitment Policy** [here](#). Z-arts also have a Safer Recruitment Policy which takes this further and ensures we are keeping children safe, this applies to all staff, freelancers, volunteers and placements.



Our building is located at:

**Z-arts
335 Stretford Road,
Hulme, Manchester,
M15 5ZA**

**Our registered charity no. is:
1093556**

Working at Z-arts



What the team say!

Don't just take our word for it, see what our staff have to say about working at Z-arts.

I love working at Z-arts! Each day is new and exciting - full of colour, joy, and creativity! Being a parent and working here is also great as my kids love Z-arts. We get a free Family Membership and are the first to see all the fabulous shows and exhibitions on offer!

- **Janine, Resident Visual Artist**



Part of Z-arts' remit is working with children and families, encouraging artistic fun and exploring the joy of just playing. The best thing is, that the remit doesn't stop at participants but also extends to the staff here. And their commitment to this honestly creates such a supportive, professional, productive, and most importantly fun working environment! And it's such a joy to be part of this! It allows you to be a big kid while being a grown-up. - **Isah, MADE Administrator**

Since joining Z-arts 20 years ago, I have never enjoyed a job so much. I thoroughly love working in such a dynamic organisation and doing the work I do. Z-arts has continued to grow and prosper over the years and we thoroughly deserve the praise we get from both parents and their children. I really take pride in seeing some of the shy young people developing and becoming more confident by attending our creative workshops. It is fantastic that I still get a buzz out of coming into work each day.

- **Paul, Deputy House Manager**

Working at Z-arts is so refreshing! It's brilliant to work somewhere where there is such a hive of creative minds and new ideas are met with, 'let's give it a go!' Z-arts are all about supporting the community and the whole family and this extends to the staff too. Having a young family, working at Z-arts allows me to work around family commitments and are genuine about being a supportive workplace for flexible working. - **Hannah, Creative Schools Project Coordinator**



What our families say!

Z-arts has given my daughter the opportunity to be a dancer and performer, which otherwise I feel she would have missed out on due to our financial situation. It is an amazing place and I don't know what we would have done if we hadn't found it.

- Parent



I love coming to Z-arts because the activities and classes here allow me to express my personality and open my mind to the world of creativity.

- Bright Sparks Member

Z-arts has made arts and theatre particularly accessible to my family, it's been inclusive to my child with SEN and recaptured my love for the arts.

- Parent



Z-arts are really inclusive with our ideas. It makes us feel like we really fit in... our ideas want to be heard and our ideas really matter.

- Parent



ROLE OVERVIEW:

Visitor Experience Assistant

We are seeking Visitor Experience Assistants who will be responsible for being the first point of contact to visitors at Z-arts providing a friendly welcome, working in our café, giving general information and assisting with any queries.

The ideal candidate will have a commitment and passion for ensuring an exceptional visitor experience to a diverse audience. With keen attention to detail, you'll welcome the last visitor of the day with as much kindness and attention to detail as you did the first.

Whilst the Visitor Experience Assistants will work across the entire Front of House at Z-arts there is often a focus on the cafe.

Areas of work will include working on our café or the Box Office, stewarding a show or guiding families into our immersive exhibition or into our brand-new escape room.





JOB DESCRIPTION

TITLE: Visitor Experience Assistant

BASED AT: Z-arts

HOURS: The posts are offered as either zero hours or minimum hour contracts depending on what suits both parties.

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We are looking for people who can work on Saturdays, Friday evenings, school holidays, occasional Sundays and weeknights.

A good deal of flexibility is required for this role.

Pay: £10.90 per hour

Deadline: This will be a rolling opportunity.
Please apply and if you meet the criteria we will offer you an interview.



PURPOSE

We are seeking Visitor Experience Assistants who will be responsible for being the first point of contact to visitors at Z-arts providing a friendly welcome, working in our café, giving general information and assisting with any queries.

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Whilst the Visitor Experience Assistants will work across the entire front of house at Z-arts there is often a focus on the café.

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PRINCIPLE RESPONSIBILITIES

Visitor Experience

- To implement the highest standards of customer service across the visitor experience.
- Proactively welcome all visitors who are predominantly families and children in a warm, friendly and open manner and answer any questions they might have.
- Respond confidently and appropriately to visitor enquiries, comments, complaints and access requirements.
- Monitor the general cleanliness and tidiness of the public areas within the building.
- Process cash and card transactions in accordance with the specified cash handling procedures.
- Keep up-to-date with Z-arts programme of work, box office and building information etc., as to effectively advise customers
- To be friendly, inclusive and welcoming to all visitors.
- To be aware of and follow all Visitor Experience procedures.
- To comply with conduct and uniform dress codes.
- Any other duties to assist Z-arts staff as directed by your line manager.
- To adhere to all Z-arts policies and procedures.

Cafe

- Preparation and Service of food and drink (alcoholic and non-alcoholic) to customers in a polite, friendly and helpful manner
- Stock rotation and monitoring
- Keeping café area clean and tidy at all times.
- Operation of an electronic cash register
- Operation and regular cleaning of an espresso machine
- Stewarding performances or acting as an assistant in running events (checking tickets, helping people be seated, etc.), ice cream sales, pop up bars.
- Assisting in Monthly stock take procedures
- Ensure that the café tables are always stocked with brochures and leaflets pertaining to Z-arts activities and that posters are up to date and relate to events at Z-arts
- Take part in any extra training as required and take a proactive approach in remaining aware of Café Bar Policies and Health and Safety.

Ticketing

- To sell tickets via our Spektrix box office system and take contactless payments.
- To assist with ticketing enquiries.
- To check tickets and direct visitors to the correct areas/seats.

Retail

- To help with merchandising and restocking the gift shop
- To advise on items and upsell when appropriate.

Health & Safety

- To be aware of and follow evacuation procedures, knowing fire exits and refuge points.
- To assist in the safe evacuation of the building in an emergency.
- To assist in ensuring the safety of visitors and other staff.
- Undertake training, maintain a good working knowledge and implement all Venue Policies and Procedures.
- Maintain a positive attitude towards risk management at all times. Identify any safety or security issues quickly and efficiently and report to a supervisor.

General information

To comply with legislation covering the activities at Z-arts, it is required that all staff undertakes training as directed by their line manager. It is also essential that all staff carry out their duties in a safe manner in accordance with the current Health and Safety at Work legislation.

Person Specification

We are most interested in hearing from people who fit this specification, but don't worry if you are not strong in certain areas. Z-arts is a learning organisation, and we will support the right candidate to gain skills they are less strong in. Having the right characteristics is more important to us than being able to tick all the 'experience' or 'knowledge' points.

The successful candidate will be able to demonstrate the following:

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
QUALIFICATIONS – <ul style="list-style-type: none"> Level 2 Food hygiene certificate First Aid Certificate 		Yes Yes
EXPERIENCE – <ul style="list-style-type: none"> Experience of cash handling. Experience of working in an arts venue or theatre Ability to prepare and serve a range of simple snacks and sandwiches Ability to use a fresh coffee machine to serve a range of coffees (training will be given if necessary) 		Yes Yes Yes Yes
SKILLS / KNOWLEDGE - <ul style="list-style-type: none"> An understanding of equal opportunities practices. 		Yes
CHARACTERISTICS– <ul style="list-style-type: none"> An interest in the arts and working with children and families. 	Yes	



<ul style="list-style-type: none"> • Approachable and the ability to communicate and advocate the work of the building. 	Yes	
<ul style="list-style-type: none"> • A friendly and welcoming demeanour and be enthusiastic and proactive attitude towards your duties. 	Yes	
<ul style="list-style-type: none"> • Ability to work effectively under pressure and deal with conflicting demands. 	Yes	
<ul style="list-style-type: none"> • Ability to demonstrate strong communication skills. 	Yes	
<ul style="list-style-type: none"> • Ability to work well in diverse team and cooperate with others. 	Yes	
<ul style="list-style-type: none"> • Excellent time keeping skills, conscientious and punctual. 	Yes	
<ul style="list-style-type: none"> • Excellent standard of personal presentation and hygiene. 		

How to apply

Please download and complete Part 1 and Part 2 of the application form.

If you'd rather make a video application for Part 2 of the application, please ensure it is no longer than 3 minutes. **Everyone is required to complete Part 1.**

As you fill in the application form, please explain how you think you meet the job description and person specification for the role. The information you provide will be used for the shortlisting process. It is important in your application to give us examples of what you have previously done that shows us how you could be right for the job and why you're enthusiastic about joining Z-arts.

You do not have to have previously undertaken all of the duties in the job description but you should tell us about your potential ability to do them.

Please email completed applications to: paul@z-arts.org

This will be a rolling opportunity, so please apply as soon as you can.

We will contact you by email if you are shortlisted for an interview.

All job applicants will be contacted via email whether or not they have been shortlisted.

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Thank you for taking the time to read our application pack!

This recruitment pack is brand new! It's a work in progress and a learning document for us to update and make even better in due course.

So, if you have any feedback on the content, layout, or anything at all, we'd love to hear what you think.

Please email marketing@z-arts.org - we're all ears!

