

# Babylon ARTS

## Job Description & Person Specification Duty Manager (Casual)

### ABOUT BABYLON ARTS

Babylon Arts has 30 years' experience of leading and innovating arts and creative development in East Cambridgeshire, in our neighbouring rural communities of Fenland and West Suffolk, and across Cambridgeshire.

We run professional arts projects in communities across East Cambridgeshire and work with many local organisations and libraries to bring quality creative projects into communities.

We run Ely's local independent picture, Babylon Cinema at the Maltings, just round the corner from our gallery.

### MISSION AND VALUES

Our mission is to develop creativity and connect communities with arts and culture.

Our aims are:

- To enrich more people's lives through our inspiring and dynamic programmes.
- To build our networks, developing partnerships and connections that enable us to grow arts and cultural provision for the enjoyment of people across the fens and beyond.
- To nurture creative practice of those who live and work in the fens and beyond; providing opportunities through our programmes, to showcase their work.
- To be recognised as an essential part of the area's cultural, economic and artistic life.

We are:

- Resourceful: we seek to develop new partnerships and create opportunities through our work to increase opportunities for arts and creativity to flourish.
- Passionate: We care deeply about the communities in which we work and will work fervently to showcase and develop engaging and exciting creative opportunities.
- Curious: we are interested in people's ideas and in new ways of working. We're open to trying new things and taking considered risks to reach new audiences. We're keen to invoke curiosity in the communities we work in.
- Inclusive: we value diversity, promote equality and provide a supportive environment for artists, audiences, partners and businesses to be creative in response to a variety of art forms, styles and genres.

## ROLE DESCRIPTION

<b>Job title</b>	Duty Manager (Casual)
<b>FT/PT/Hours of work</b>	<p>This is a part-time, hourly paid position, offered on a casual basis. We aim to agree hours of work around 2 weeks before the start of each calendar month, and you can accept or reject offered hours as you wish. You can focus on gallery, cinema or both.</p> <p>Gallery shifts will mainly be at weekends, but will also be offered on other days of the week as required. A typical gallery shift will be 11.30am to 4.30pm.</p> <p>Cinema shifts are usually on Wednesdays, Thursdays or Sundays, but will also be offered on other days of the week as required. A typical shift will be 6pm to 9.45pm for evening films and 1pm to 4.45pm for matinees.</p>
<b>Duration</b>	Casual, ongoing
<b>Usual place of work</b>	Babylon Gallery, Waterside, Ely, CB7 4AU The Maltings, Ship Lane, Ely, CB7 4BB
<b>Salary/remuneration</b>	£11.44 per hour + holiday pay (holiday pay is calculated as a proportion of hours worked, based on statutory annual entitlement)

## ROLE OVERVIEW

Our Duty Managers plays a vital part in the delivery of our work. You will be the person responsible for our customers' comfort and safety whether they are visiting the Babylon Gallery or attending a cinema screening at the Maltings.

You'll provide great customer service both in-person and on the phone. You'll have a good eye for detail when dealing with sales transactions, such as ticket sales, retail sales and exhibition sales, and ensure payments by card and with cash are accurately recorded.

At the cinema, you'll liaise with the projectionist on duty to ensure our customers get a high-quality experience, and co-ordinate our volunteer stewards during the course of your shift.

## LINE MANAGEMENT

Our Duty Managers are line-managed by the General Manager, with overall supervision by the Chief Executive. Note that our Duty Managers works independently and without direct supervision during their shift. Therefore, it is only suitable for people aged 18 upwards.

## KEY DUTIES AND RESPONSIBILITIES

- Open the venue and check everything is in order, closing up again securely at the end of the shift.
- Undertake a visual Health & Safety walk-round of the building before opening to the public
- Provide friendly and efficient customer service at all times
- Undertake all administration in connection with the sale and booking of tickets for the cinema and other events. Training will be given for our Box Office system
- Use the cash till and credit card machine
- Assist with the support and training of volunteers and helping to ensure volunteers are able to act professionally and with confidence in their role
- Process Babylon Arts Memberships when people purchase them and encourage the take-up of membership by those who buy tickets.
- Provide first aid assistance if required. Accredited first aid training will be given if not already qualified.
- Safely evacuate everyone from the building should a fire or other emergency situation arise.
- Any other administrative duties as reasonably requested
- At the Babylon Gallery, provide friendly and professional information about the exhibition (notes are provided) and encouraged interaction with displays and activities as appropriate

The post may be subject to an enhanced DBS disclosure. You will be required to provide the necessary documentation for the checks to be carried out. We also reserve the right to request additional DBS checks at any time in the future. Babylon ARTS is an equal opportunities employer. We celebrate diversity and are committed to providing an inclusive environment for all our employees.

## PERSON SPECIFICATION

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Education & Training:	Fluent in English and competency in maths, to grade C / 4 at GCSE level or equivalent	Administrative or financial qualifications
Knowledge of:	How box offices operate and general principals around good customer service  Managing/coordinating volunteers	The arts and or film
Relevant Experience of:	Working in an administration role, in a customer facing environment	Working in a small team
Skills and abilities	Has a high level of organisational skills  Excellent attention to detail, both when checking written information and when dealing with financial processes such as recording payments and ticket bookings  Ability to multi-task and focus when people are regularly in contact by phone and in person	
Personality	Confident, professional and resilient  Demonstrates energy and enthusiasm and the ability to engage the public in a friendly and professional manner  Supportive of others and able to share knowledge and skills effectively	
General	Enthusiasm for professional development in order to achieve additional skills as required by the role  Ability to work flexible hours to meet project requirements (some evening and weekend work is required when events are held)	

## HOW TO APPLY

To apply please email or post us a short cover letter explaining why you would like this role and what experience and/or skills you would bring to it, along with your current CV to [office@babylonarts.org.uk](mailto:office@babylonarts.org.uk)  
When applying, please let us know if you're interested in gallery, cinema or both.

We will invite applicants we consider to meet the necessary requirements to an interview at the Babylon Gallery on a rolling basis. There is no deadline, but once we feel we have enough new members of our casual team we will stop accepting new applications.