

MOUNTVIEW

Job Description

JOB TITLE:	Venue Assistant
RESPONSIBLE TO:	Operations Manager
WORKS CLOSELY WITH:	2nd Venue Assistant Venue and Estates Team Front of House Team Student Services Team Production Arts Team

ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools. We offer professional vocational training at foundation, undergraduate and postgraduate level in performance and production arts, alongside evening, weekend and holiday classes for all.

We present around 28 productions across the year including classic plays, new writing and musicals, and our studios, meeting rooms, theatres and workspace are available to hire.

Mountview in Peckham is a home for everyone – vocational students, young people and life-long learners, industry professionals and visitors alike – and there has never been a more exciting time to join us.

MAIN PURPOSE OF POSITION

The Venue Assistant is a key member of Mountview's Venue and Estates department, comprising the Operations, Facilities and Technical Teams, and also works as part of the new front of house team, comprising Box Office, Duty Management, Security Officers, Venue Assistants and Ushers.

Reporting to the Operations Manager, and working closely with the 2nd Venue Assistant, the post holder is primarily responsible for assisting in the movement and setup of furniture, equipment and teaching resources required for the smooth running of the building and the activities taking place within it. The Venue Assistant will also assist in the upkeep and maintenance of the building, helping ensure that the site is clean, safe, warm, welcoming and fit for purpose at all times.

KEY RESPONSIBILITIES

Operations and Facilities

- Assist in the movement and setup of furniture, equipment and teaching resources in all areas around the building.
- Assist in unloading goods entering the building.
- Respond promptly and effectively to operations and facilities issues, reporting and escalating issues as appropriate and carrying out minor maintenance tasks as directed.
- Assist in managing systems for reporting and logging operations and facilities issues.
- Assist in the upkeep and maintenance of external areas of Mountview, e.g. picking up litter, sweeping up leaves, salting paths, clearing snow.

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- Oversee the loan, return, maintenance and storage of equipment and teaching resources as required by academic Heads of Department and directed by the Operations Manager.
- Provide the highest standards of customer service to visitors and building users at all times.

Health and Safety

- Maintain the highest standards of health and safety at all times, ensuring that any issues are reported appropriately.
- Help ensure the health and safety of visitors and building users at all times, and that all health and safety regulations and approved codes of practice are adhered to.
- Help ensure that the site is clean, safe, warm, welcoming and fit for purpose at all times.

Other Duties

- Act as an ambassador and brand guardian for Mountview at all times.
- Act as a Fire Marshal and Emergency First Aider.
- Undertake training and development as required/agreed.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Knowledge and Experience

- Experience of working with the general public.
- Good knowledge of health and safety.
- Numerate and computer-literate.
- Full clean driving licence desirable.

Skills and Abilities

- Good team-working and interpersonal skills, with ability to build effective relationships with a wide range of people.
- Good time-management and organisational skills, with ability to multitask, prioritise and problem-solve.
- Good written and verbal communication skills, with ability to present well in person and an outgoing approach to customer service.
- Ability to self-motivate, use own initiative and maintain attention to detail while working under pressure and meeting strict deadlines.

Personal Qualities and Abilities

- Positive, proactive and professional attitude.
- Interest in the performing arts and/or arts education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to self-development.

ADDITIONAL INFORMATION

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The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the General Data Protection Regulation (GDPR), and must abide by any GDPR related policies and procedures.

This post is based at Mountview's new premises in Peckham, London SE15.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

TERMS AND CONDITIONS

Salary: Circa £22K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, 9am to 6pm Monday to Friday with a 1 hour unpaid lunch break each day. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Holiday: 28 days in the first year, including bank holidays, pro rata, rising with length of service thereafter.

Note: This post involves physical and manual handling tasks, and the post holder will be required to attend regular Health and Safety training.

CLOSING DATE

The closing date for completed applications is **Tuesday 13 November at 9am.**

INTERVIEWS

Interviews are expected to take place in the week commencing **Monday 19 November.**

HOW TO APPLY

Please send a **covering letter** stating why you are interested in the post and your current salary, along with the **completed application form** by email (preferred) to alistairowen@mountview.org.uk or by post to Alistair Owen, HR Administrator, Mountview, 120 Peckham Hill Street, London SE15 5JT. All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer.