

Job Description

Job Title: Audience Experience Crew Member

Department: Audience Experience

Grade: A

Location: Barbican Centre

Responsible to: Audience Experience Crew Manager

Responsible for: N/A

Purpose of Post

We are London's Creative Catalyst for arts, curiosity and enterprise. Our values reflect that we are inclusive, sustainable, daring, connected and joyful. We spark creative possibilities and transformation for artists, audiences, and communities – to inspire, connect and provoke debate.

The Audience Experience Department exists to provide the highest standards of service, to promote the Barbican and its activities and to maximise revenue generation.

To work as part of the Audience Experience Crew team, assisting with the running and setting of all events. Playing a committed and professional role in the implementation of customer services initiatives and maintaining a safe and attractive environment for the Centre's Visitors.

Main Duties & Responsibilities

1. Supporting the Audience Experience department in the delivery and running of all events, conferences and performances at the Centre.
2. Set events according to event notes and instructions.
3. Process orders for signposting, and production and positioning of the signs.
4. General portage of furniture, equipment, stationery and goods both within and outside the Centre.
5. Liaise with external conference clients and customers in the Frobisher conference suites, and venues, servicing clients' and customer needs as directed by Event Managers
6. Perform daily buildings checks and inform the Audience Experience Crew Manager of any follow up repairs, replacements or works which may be necessary.
7. Carry out duties relating to the general housekeeping of the Centre, ensuring that all equipment, furniture, housekeeping and stationery stocks are stored in a safe and easily accessible manner,

8. Be in attendance on the main Foyer areas whenever possible, in order to assist members of the public.
9. Assist the Audience Experience management team in the event of an emergency or evacuation of the Centre.
10. Undertake first aid training if required
11. Move the Baby Grand and Up-Right pianos under the supervision of the Assistant Audience experience Crew Manager or Audience Experience Crew Manager.
12. Set up and de-rig the foyer staging for both the Freestage and Clubstage including any furniture that is required.
13. Contribute valuable feedback at meetings in line with service standards.
14. Adopt a positive and flexible approach to work and the ability to adapt quickly to new information and policy.
15. Maintain the use of positive language at all times whilst on duty.
16. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
17. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
18. To undertake any other duties that may be reasonably be requested appropriate to the grade.

Person Specification

Job Title: Audience Experience Crew Member

Department: Audience Experience

Grade: A

Trent Position number:

DBS Criterion: No DBS

Security Vetting Criterion: No security vetting is required

Politically Restricted Post Criterion: This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post.

Technical Skills / Professional Qualifications / Relevant Education & Training

- There are no qualifications or technical skills essential to this role.
- A high degree of motivation with a commitment to finishing work that has been started and with a good eye for detail.
- A punctual and reliable worker with the ability to complete routine and repetitive tasks to a high standard.
- Excellent team player with ability to work on own initiative, possessing a positive and flexible manner at all times
- Heavy lifting is regularly involved; therefore applicants should be capable and happy to perform physically demanding duties.
- Ability to solve routine problems and to escalate complex problems back to their manager.
- Ability to use Microsoft Word

Experience Required

- Experience of working in a customer-focused environment, dealing with a wider range of customers and enquiries
- Proven ability to manage time and work-loads effectively in high pressure, time-dependent circumstances

Other Information

- Shift pattern covers Monday – Sunday 07:30 – 23:00

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.

Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Contract

The position is offered on a permanent basis.

Salary

The basic salary for this post is within City of London Corporation Grade A. Your commencing salary will be £24,410 plus £6,710 Inner London Weighting, plus a contractual hours payment of £871.79. This amounts to a total salary of £31,991.79 per annum (pro rata for full time equivalent)

This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Pension

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

The current employer contribution rate for the City of London is 21%.

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Hours of Work

The usual hours of work are 7 hours 15 minutes per day, Monday to Sunday, being 36.25 hours per week excluding meal breaks of 60 minutes per day but may be subject to variations agreed with your manager. You may be required to alter your working pattern in accordance with the needs of the service. Due to the nature of this post, however, you may be required to work additional hours should this be necessary to fulfil your responsibilities.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

1 month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

City Benefits

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

barbican

We are London's
Creative Catalyst
for arts, curiosity
and enterprise



We spark creative possibilities and transformation for artists, audiences, and communities – to inspire, connect and provoke debate.

We are the place to be in this Destination City, where everyone is welcome. Our impact is felt far outside our walls and ripples beyond the experiences we offer – locally, nationally and internationally.

barbican.org.uk/values

