

Events and PopUp Support

Summary

Job title	Events and PopUp Support
Reports to	Gareth Willis – Project Manager
Location	Principally Arts Arkade (located in the former Cranes music store in Swansea city centre) but with work at other locations as required, including outdoor work at our markets and other events
Hours	30 hours per week, to include some evening and weekend work from time to time
Term	Fixed Term Contract, starting as soon as possible and running to 31 st March 2023
Remuneration	Real UK Living Wage (currently £9.90 per hour)

Job purpose

We require a PopUp shops and events support worker who can assist us in delivering the day to day running of our activities. The bulk of the role will be centred on servicing the Arts Arkade popup space located at the former Cranes music store, which we are delivering in partnership with Swansea Council, but the role will also involve supporting our other events and activities across the region both indoors and outdoors.

The job may also involve occasional cover for our Library of Things project and other PopUp units that we may establish.

Key roles and responsibilities will include:

- providing the point of contact in Arts Arkade (but also potentially in other popup venues) with visitors, with a kind and friendly approach;
- opening and closing the venue to meet varying user demands – you will be a key holder and we will provide guidance on making the venue secure;
- coordinating users to ensure that the venue is open when required to suit differing needs;
- identifying (which sometimes will include anticipating) user needs and working with the PopUp Wales manager to support users of the space;
- familiarising yourself sufficiently with the equipment in Arts Arkade to be able to support other users and undertake troubleshooting should there be any issues (you are not expected to be an expert but to maintain a reasonable working knowledge of all items);
- to show prospective users the venue and its facilities and to be able to talk about Arts Arkade and the PopUp Wales initiative more generally;

URBAN

FOUNDRY

- managing e-ticketing (usually via Eventbrite) for certain events;
- taking details of users to ensure compliance with fire safety;
- overseeing the day to day operation of the venue(s) in which you are working, including monitoring health and safety requirements and risk assessment and recording and reporting any issues (guidance will be provided);
- assisting with set up and running of events and activities in the venue(s), such as talks and socials but also at other indoor and outdoor events, supporting event managers;
- transporting items (sometimes by hand, sometimes loading and unloading vehicles) from site to site – light manual lifting is a requirement for this role;
- supporting the project manager in liaising with the Council and other partners;
- managing point of sale/customer engagement for venues, which may include taking sales via card machine/till in some instances – we are largely cashless, but this may include some cash handling, including banking (guidance will be provided if so);
- general stewarding at events indoor and outdoor (this may include Basic First Aid cover – training will be provided if you do not already have a qualification);
- input to marketing activities e.g. creating content and posting to social media channels (guidance will be provided);
- answering basic queries via social media channels and escalating any issues that require the attention of senior staff;
- gathering, collating and correcting any deficiencies with monitoring data e.g. user data that we may gather from time to time, assisting other staff with questionnaire data gathering or similar (guidance will be provided);
- letting contractors into venues from time to time as required and monitoring them whilst on site;
- cleaning/hovering the venue(s), and generally ensuring that they are maintained as clean and tidy spaces;
- maintaining supplies of tea/coffee/milk and cleaning materials in venues; and
- providing support more generally to project managers and Directors

Whilst the work is primarily located in Swansea, some local travel may be required at times across south Wales and potentially beyond, and you should be willing and able to travel further afield if necessary.

The above description is not an exhaustive list – there will be other tasks and activities that you may be required to undertake that are within your capability and pay grade.

You will be managed and supported by senior members of our team throughout, and on the job training will be provided to familiarise you with our systems and approaches.

URBAN

FOUNDRY

Person specification

A summary of the things we are looking for in candidates is provided below:

Qualifications

We prefer to look for someone who is the right fit for us based on skills and values. Qualifications are useful; however, the correct persons should not be put off if they think they don't have a relevant academic background.

Knowledge and experience

Candidates must display knowledge and experience of:

- being a people person who values customer service and is patient, kind and friendly, and finds it easy to engage with others;
- strong communication skills and an ability explain information to customers/space users clearly whether verbally or in writing;
- IT literacy – you should have a good grasp of using computer applications and have enough understanding to solve general issues. You will be working alone, so being able to troubleshoot key issues will be important.
- working under your own initiative – the role will involve lone working and times where you must be on site to provide supervision of customers/users, but with no other immediate tasks – you will be expected to find things you can work on, either in the venue or remotely supporting other activities/projects that we may require assistance with;
- organisational skills – spaces will at times have multiple users wanting different things, and so you will need to be well-organised and able to design and maintain schedules to ensure user needs are reasonably met (this will include anticipating times where demand may be too much for one person and identifying this in advance);
- maintaining a clean and safe working and public environment – although these are often temporary/popup spaces, where temporary fixes have been adopted, they should still be clean and tidy and must always be safe (subject to how things change over the winter, this may also include maintaining Covid-safe environments and ensuring adherence to any Covid-requirements – guidance will be provided if so);
- showing initiative and motivation to improve customer/user experiences;
- being able to use social media and create posts on Facebook and Instagram; and
- generally being a team player, actively promoting our values, and seeking to contribute to our purpose as a company.

It will be an advantage, though is not essential, if you can drive, but please note that some manual handling will be essential with this role.

URBAN

FOUNDRY

Our kind of person

We seek colleagues who are: team players; able to work on their own initiative; value-driven; kind and patient; creative and resourceful; tenacious; communicative; enthusiastic; adaptable and resilient; collaborative; diligent; good at multi-tasking; focused; and punctual.

None of us are perfect, but we like to think we are much of these things and we want to find new colleagues who are too.

How to apply

To apply, please:

- write a short outline of why you would like to work for us – briefly outline what you will bring to the role and how this role can help your development; and
- enclose a short CV, evidencing how you meet the various criteria outlined in this job description.

Please do not send us any other material aside from covering letter/CV.

Applications need to be sent to: ideas@urbanfoundry.co.uk (please do not send hard copies) by midday on Tuesday 23rd August 2022.

We will inform you if you have made it to the shortlist by Tuesday 30th August 2022, and we aim to interview and appoint the successful candidate by Friday 2nd September 2022, with the role commencing as soon after that as possible.

Interviews will be held in person in central Swansea – we will let you know where this will be if you are shortlisted. Given that it is the time of year when people are on leave, we will give consideration to an interview over Zoom if you are temporarily away at the time interviews are to be held.