

Appointment of

VISITOR SERVICE ASSISTANT, SCOTTISH STORYTELLING CENTRE

Closing date - 12 noon on Friday, 2 December 2022

Job Reference Number: 37/22



About the Scottish Storytelling Centre

The Scottish Storytelling Centre (SSC) is a vibrant arts venue on the Royal Mile in the heart of Edinburgh which features a year-round programme of live storytelling, theatre, music, exhibitions, workshops, family events, and festivals. It develops and delivers a packed programme of theatre and storytelling for the Edinburgh Festival Fringe every August and is the hub for the Scottish International Storytelling Festival in the latter half of October.

SSC is also home to John Knox House which dates back to 1470, which makes it and Moubray House attached, the oldest original medieval building surviving on the Royal Mile. The house is associated with one of the most dramatic and turbulent times in Scottish History – the Scottish Reformation – and is now a museum where visitors can learn about this time and some of the best-known inhabitants including John Knox himself.

The Scottish Storytelling Centre represents a partnership between the Church of Scotland and Traditional Arts and Culture Scotland (TRACS), our programming partners. TRACS brings together Scotland's performance traditions – storytelling, music and dance – to encourage and support collaboration across art forms, and effectively promote traditional art activities, developing partnerships with organisations that can benefit from our resources.



Context of the Role

The Reception Team are the first point of contact for people arriving at SSC for a wide range of purposes, so it is crucial that they are welcoming and knowledgeable. You will play a pivotal role within the Scottish Storytelling Centre team through the provision of outstanding customer service for visitors, audiences, participants and performers.

During busier times including the Fringe and the Scottish International Storytelling Festival, Reception acts as both Box Office and Front of House with support from the management team. There are quieter periods but you will always be busy with enquiries, directing visitors and keeping marketing materials up to date. There is some amount of flexibility within this role and you would always be able to learn and develop if there is an aspect of SSC's work that interests you.



Role description

Purpose of Post:

To provide an excellent standard of customer service as the first point of contact for all visitors to the Scottish Storytelling Centre.

Main Duties:

Customer service

- Welcome customers and provide information about the Scottish Storytelling Centre to visitors at Reception including those arriving for events and shows
- Sell admission to John Knox House and maintain a high level of knowledge about the house and its history
- Provide Box Office services using red61's VIA ticketing software
- Deal with general enquiries by phone and email
- Provide Front of House cover for events as needed

Admin

- Assist with entering and editing online events listings
- Create and maintain publicity displays
- Carry out general administrative tasks as required including word processing, proof-reading and assisting with mailings

Retail

- Operate till and cash management, including banking
- Receive stock and maintain accurate records
- Clean, update and maintain retail displays

Care of the Public

- Be familiar with and implement all fire safety and evacuation procedures
- Monitor public facilities on a daily basis
- Undertake first aid training and provide first aid services if needed

Care of the Building

- Implement security procedures at times of opening and closing and monitor the building via security cameras throughout the day
- Exercise a duty of care towards the historic fabric of the John Knox House
- Work in line with the Centre's environmental policy and take direction from the staff guidelines

Other Duties:

- To contribute fully to the Central Services Committee Performance and Development Review (PDR) process
- Uphold all six Central Services Committee values while carrying out duties
- Any other reasonable duties as directed by management

Person Specification

The successful candidate should have the ability to provide a high standard of customer service at all times as well as excellent communication and interpersonal skills. You will also have:

- The ability to work competently with minimum supervision using your own initiative
- Excellent written and verbal communication
- Competence with Microsoft packages (or equivalent)
- Flexible and adaptable approach to work
- Cash handling experience

Desirable skills and experience:

- Knowledge of the Storytelling Centre's work and wider traditional arts activity
- Box Office experience, especially using VIA by red61
- Interest in the arts and knowledge of the heritage, theatre and festival landscape in Edinburgh



Terms & Conditions

- The salary scale for this post is £21,600 - £24,000 per annum (subject to 2023 cost of living increase). The successful candidate will start at point 1 of the scale and will progress on an incremental basis on 1 July of each year as appropriate
- This is a full time, fixed term role (until 30 June 2023) working 35 hours per week, on a flexible rota which will include evenings and weekends
- The post is based in the Scottish Storytelling Centre, 43-45 High Street, Edinburgh
- There are 26 days annual paid leave in each full holiday year which runs from 1 January to 31 December. Entitlement is based on full weeks worked. This provision increases to 31 days after five years' service. There are also nine statutory holidays – three of which are floating days.
- In order to comply with the Asylum and Immigration Act 1996, the successful candidate, will be asked to provide document(s) confirming their eligibility to work in the United Kingdom
- An employment medical check will be undertaken as part of our recruitment process

It is anticipated that interviews will take place in Edinburgh on 15 December 2022.



How to Apply

Applications should be sent by email to **recruitment@churchofscotland.org.uk** and must be received by 12 noon on the closing date.

Applications should comprise:

- A personal statement, outlining how your skills, experiences and personal qualities match the requirements of the role outlined in the job description. Please provide reference contact details for your last two periods of employment (this would normally be your direct line manager/supervisor). If you have had more than two employers in the last three years, please provide referee contact details for that period. References will not be contacted until later in the process.
- A full CV, including educational and professional qualifications alongside a full employment history showing positions held, responsibilities and relevant achievements.
- A personal information form, to be downloaded and attached.

Applications without a CV, personal statement and personal information form will not be taken forward in the process.

Each document should be a maximum of two sides of A4. For more information on any of our roles, please contact **recruitment@churchofscotland.org.uk**