

Engagement Assistant

Role Title

Engagement Assistant

Reporting to

Audience Development & Engagement Lead
Programme Research Lead

Compensation

This is a PAYE Fixed Term Contract paid at £13.15 per hour (London Living Wage).

Role Period

6 May 2024 - 20 September 2024.

Working Hours

18 hours per week with scope for additional hours where required. Shifts will range from 4 to 8 hours and will take place Wednesday - Sunday, between 10am - 9pm. Due to the nature of the role, hours may vary week to week and will be agreed in advance. All training is paid.

2024 Season: Site Opening Dates and Times

16 May - 14 September: Wednesday - Sunday, 11am-11pm

Primary Purpose

Engagement Assistants are an integral part of the Bold Tendencies team during our vibrant summer season. EAs support all on-site Front of House activity, working across our Visual Arts, Creative Learning and Live Events activities and work streams. They create multiple entry points into the Programme for our diverse audiences and communities.

Engagement Assistants provide a warm welcome to all visitors, acting as a first point of contact on-site. Facilitating public tours and offering specialist knowledge on the organisation and annual programme, they create personal and authentic pathways for visitors to engage in all we have to offer. Working with the wider team to maintain the artworks and ensure an excellent standard of visitor service, they also assist with practical set up, stewarding, ticketing and packdown for an extensive Live Events programme.

Engagement Assistants also support our unique Creative Learning initiatives for the benefit of local community and youth groups, schools,

families, young people, carers and civic provisions in Peckham and Southwark. They support Creative Learning Coordinators in the delivery of on-site workshops, Ask the Artist sessions, Backstage Pass and Public Rehearsals, working to encourage proximity between artist and audiences.

Role Duties and Responsibilities

Front of House & Visual Arts

- Provide a warm welcome on-site; act as a friendly and approachable point of contact and respond to general public enquiries.
- Invigilate and practically maintain artworks; operate and oversee any works with an interactive element.
- Lead public tours; encourage participation and communicate in-depth knowledge of our annual programme and initiatives.
- Oversee merchandise, bookshop and ticket sales on-site; provide proactive and high-quality customer service.
- Conduct future programme research; take a key role in special projects based on your interests within the programme.

Creative Learning Programme

- Support Creative Learning Coordinators in the delivery of on-site workshops; provide assistance, support and encouragement to participants.
- Work with a diverse cross-section of people; build meaningful relationships with local organisations and communities through engagement and participation in our initiatives.
- Support preparation of workshop content, set-up and pack down.
- Organise and track material inventory and complete additional administrative tasks as required by line managers.
- Undertake documentation of Creative Learning activity, including evaluation, photography, quote-capturing and uploading resources.

Live Programme

- Act as Front of House during events, including ticketing in the box office kiosk, queue management, and stewarding.
- Supporting Line Managers in practical set-up and packdown of events.
- Assisting with Back of House/Green Room, including setting up the production space, assisting with catering and artist liaison.

Training & Professional Development

- On-site role training will take place over three six-hour days of interactive sessions, tours, mini-lectures and workshops. This is mandatory and will take place on Thursday 9, Friday 10 & Wednesday 15 May.
- Professional Development sessions will take place over five half-days at partner organisations off-site and will be paid. Expert masterclasses will enable EAs to explore potential careers and grow their skills and knowledge in the following areas: Creative Learning, Curation, Fundraising & Philanthropy, Commissioning Projects & Site-Specific Work, Live Events.

Who are we looking for?

This is an entry-level position which offers a range of experience across our Visual Arts, Creative Learning and Live Events programmes. The role provides opportunities for anyone interested in a career in contemporary art, live performance, community engagement or arts education. Previous experience in one or more of these sectors is desirable though not required; this includes informal or voluntary experience.

Person Specification

- Motivated team player with a positive and flexible approach.
- Excellent communication, practical and problem-solving skills
- Confidence in dealing with large volumes of visitors. Experience providing high standards of customer service is desirable.
- Employees must be willing and able to carry out a moderate level of physical activity, including setting up for live events, maintaining artworks and caring for the Derek Jarman Garden.
- Confident in and passionate about working with a wide range of communities, including schools, local groups, civic provisions, families and young people.
- Invested knowledge and commitment to Equity, Diversity and Inclusion, and Best Practice.
- Capacity to use initiative and work independently when required.
- Ability to follow Health & Safety, Safeguarding and Security policies.
- Previous experience working in Arts, Education or Community Engagement is desirable but not essential.

Commitment to Equal Opportunities

Bold Tendencies is a Community Interest Company, focussing its activity within our one-mile radius and the surrounding borough of Southwark. We particularly welcome applicants who belong to or identify as part of the following communities:

- Those in the early stages of a career in the Arts, seeking a move to the Arts from a different sector, or currently studying at university.
- Those who live, work, and/or study in Southwark or a surrounding Borough.
- Those from underrepresented backgrounds. This includes members of the global majority; those from lower social and economic backgrounds; and those who are neurodiverse or live with invisible disabilities.

Organisation background

Bold Tendencies is a not-for-profit arts organisation. Established in the rooftop spaces of Peckham's Multi-Storey Car Park in 2007 it has transformed a disused building in the heart of South London into an iconic, much-loved place of culture and assembly. Bold Tendencies is for everyone. More than 1.5 million people have enjoyed our summer seasons, celebrating the free enjoyment of public space in the city and enjoying this special spectacular place.

Bold Tendencies programmes and produces an ambitious annual artistic programme of Visual Arts, Creative Learning and Live Events. Each annual programme brings to life a major theme: a series of responses from a new generation of voices, alongside acclaimed international artists in visual art, music, dance, opera, poetry and readings. This allows for multiple entry points for the public, artists and audiences, as well as placing our work in conversation with wider cultural happenings and globally relevant conversations.

Our year-round Creative Learning programme of free and accessible initiatives foster space for local groups and individuals to imagine, create, appreciate the arts, and exercise the right to joy. We work closely with groups and organisations in Peckham, Southwark and beyond - schools and community centres, youth clubs, families and health & social services. Celebrating enjoyment, inspiration and experimentation, our activities centre everyday creativity and community wellbeing.

Accessibility

Bold Tendencies is for everyone; everyone is welcome. We are committed to providing an inclusive environment for all visitors and staff, and to making our site and programme accessible to as many people and communities as possible. Bold Tendencies is working towards Bronze Accreditation for the Attitude is Everything Access Charter.

Frank's Cafe

Designed and built by Practice Architecture in 2009, Frank's Cafe - with its iconic retractable red tarpaulin roof - has been an integral part of the season and Peckham landscape. It offers brunch, lunch and dinner: all made to order on-site and focussed on simplicity and seasonality.

Our Team

Artistic Director & Chief Executive - Hannah Barry
Creative Director & Deputy Chief Executive - Diana Córdoba Barrios
Head of Operations & Production - Tom Kelly
Senior Curator & Producer, Visual Arts - Charlie Mills
Senior Curator & Producer, Creative Learning - Misty Ingham
Audience Development & Engagement Lead - Toby Taylor
Programme Research Lead - Katrina Nzegwu
Special Projects - Riccardo Pillon

To apply:

Please complete the *Engagement Assistant* Application Form and attached Equal Opportunities Form, which can be found [here](#).

Bold Tendencies is committed to inclusive recruitment practices and is open to receive responses in your choice of format. You have the opportunity to submit a written, video or audio application.

We will be hosting two **Q&A sessions** via zoom:

Wednesday 6th March, 6:00 PM - 7:00 PM GMT - [Register here](#).

Wednesday 13th March, 1:00 PM - 2:00 PM GMT - [Register here](#).

The deadline for applications is **Sunday 24 March, 11.59pm**.

If you have questions, please contact Toby Taylor,
Audience Development & Engagement Lead at
toby@boldtendencies.com