

## **Engagement Assistant (2025 Season)**

### **Reporting to**

Audience Development & Engagement Lead  
Programme Research Lead

### **Compensation**

This is a PAYE Fixed Term Contract paid at **£13.85 per hour**.  
Bold Tendencies is an accredited London Living Wage Employer.  
The Employer will deduct National Insurance and Income Tax as required by law.

### **Role Period**

8 May 2025 – 26 September 2025.

### **Working Hours**

Approximately 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 – 10pm. Due to the nature of the role, hours may vary week to week and will be agreed in advance. All training is paid.

### **2025 Season Public Opening Dates and Times**

15 May – 20 September (inclusive)  
Wednesday – Sunday, 11am – 11pm

### **Role Overview**

Engagement Assistants (EAs) 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 programmes, and with diverse audiences and communities. Engagement Assistants provide a warm welcome to all visitors, acting as a key point of contact on-site. Facilitating public tours and offering knowledge of the organisation and annual programme, they create personal, authentic pathways for visitors to engage in all we offer. Working with the wider team in a practical role, EAs offer an excellent standard of customer service and public engagement, ensuring the site is maintained on a daily basis throughout the season.

Engagement Assistants support Creative Learning Facilitators in the delivery of our unique programme of Creative Learning initiatives, for the benefit of local community and youth groups, schools, families, young people, carers and civic provisions in Peckham, Southwark and beyond, alongside supporting our award-winning Live Programme.

## 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 representative of the organisation and respond to a wide-range of public enquiries.
- Invigilate and practically maintain artworks; activate and oversee any artworks with an interactive element.
- Work with colleagues to prepare the site for open/close.
- Lead public tours; encourage participation and communicate knowledge of the organisation and annual programme.
- Promoting and executing merchandise, bookshop and ticket sales on-site with proactive approach and high-quality customer service.
- Support Line Managers via special projects, such as research, social media or developing on-site activities.

### Creative Learning Programme

- Support Creative Learning Facilitators in the delivery of on-site workshops; in particular providing assistance, support and encouragement to a diverse cross-section of participants.
- Support preparation of workshop content, practical 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 in a Front of House capacity during events, including ticketing in the box office kiosk, queue management, stewarding and audience engagement and assistance.
- Supporting Line Managers in practical set-up and packdown of events.
- Setting up and supporting the Back of House and Green Room production spaces.

## **Paid Training & Professional Development**

- On-site role training will take place over three six-hour days comprising interactive sessions, tours, mini-lectures and workshops. It will also include Health & Safety, Safeguarding, Access & EDI introduction sessions. This is mandatory and will take place on Thursday 8, Friday 9 & Wednesday 14 May.
- Optional Professional Development sessions will take place over five half-days, off-site at partner organisations. These sessions are an opportunity to hear directly from industry professionals, explore potential career avenues, and broaden skills, knowledge and peer network.

## **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 would suit 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. Willingness to participate in a range of practical tasks is essential.

## **Person Specification**

- Motivated team player with a positive attitude and flexible approach.
- Excellent communication, practical and problem-solving skills.
- Confidence in dealing with a large volume and variety of visitors. Previous experience providing high standards of customer service is desirable but not essential.
- Due to the nature of the role, employees must be able to carry out a moderate level of practical activity, including setting up for live events, maintaining artworks and caring for the Derek Jarman Garden.
- Passionate about working with a wide range of communities, including schools, local groups, civic provisions, families and young people.
- Commitment to Equity, Diversity and Inclusion, and Best Practice.
- Capacity to use initiative and work independently when required.
- Ability to follow Health & Safety and Safeguarding 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 primarily 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 who live, work, and/or study in Southwark or a surrounding Borough.
- Those from underrepresented backgrounds. This includes but is not limited to members of the global majority; those from lower socio-economic backgrounds; those who are neurodiverse; and those who live with visible and/or invisible disabilities.
- Those in the early stages of a career in the Arts, seeking a move to the Arts from a different sector, or currently studying.

## **About Bold Tendencies**

Bold Tendencies is a not-for-profit arts organisation. Established in the rooftop spaces of Peckham's Multi-Storey Car Park 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 visited during 18 summer seasons so far, celebrating the free enjoyment of public space in the city, bringing to life this special spectacular place.

Bold Tendencies programmes and produces an ambitious annual artistic programme of Visual Arts, Creative Learning and Live Events. Each year the 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 dialogue with wider cultural happenings and urgent conversations.

Our year-round Creative Learning programme of free and accessible initiatives foster space for local groups and individuals to imagine, create, and exercise the right to joy. Prioritising those within a one-mile radius, we work closely with schools, families, community centres, youth clubs, and health and social provisions. Celebrating enjoyment, inspiration and experimentation, our activities centre everyday creativity and community wellbeing, addressing barriers to access and inequalities head on.

## Accessibility

Bold Tendencies is 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 accredited Bronze under Attitude is Everything's Live Events Access Charter 2024-2026.

## Frank's Cafe

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

## Our Team

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

## How to Apply

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

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

We will be hosting two informational **Q&A sessions** via zoom:  
Thursday 27 March, 1:00 PM - 2:00 PM GMT - [Register here](#).  
Monday 31 March, 5:00 PM - 6:00 PM GMT - [Register here](#).

The deadline for applications is **Sunday 6 April, 11.59pm**.

If you have questions, please contact Toby Taylor,  
Audience Development & Engagement Lead at  
[toby@boldtendencies.com](mailto:toby@boldtendencies.com)