

An opportunity to join us

We are looking for a Customer Service Assistant who is confident, personable, outgoing and committed to providing a high standard of customer care to a wide range of people. We are looking for someone unique who can ensure our visitors receive a warm welcome in a great well-run venue and leave them wanting to come back and bring their friends along as well.

About Swindon Dance:

We believe in 'enriching lives through dance' that it is through opportunities to participate in and see inspirational high-quality dance that people will enjoy the richness of art and culture in their lives.

Swindon Dance began in 1979, it is a registered charity, an Arts Council England National Portfolio Organisation and runs one of only nine Government Centres for Advanced Training (a national coaching programme for young talented dancers). It has developed a national reputation as an organisation that specialises in talent development, artist support, show-casing and personal enrichment locally, nationally, and internationally.

We provide opportunities to learn how to create and perform dance. We take dance out into schools and into the community, working in areas of high disadvantage and low engagement. We give guidance and support to young talented dancers and professional artists, show-casing professional and non-professional works. We are a centre of excellence in talent development and Street Dance running an internationally recognised 5-day Street Dance Festival each year. For many, dance is a social and fun way to improve their health and well-being whilst for others, Swindon Dance is the first stage into a career in dance and to being part of the changing face of the UK's evolving arts industry.

To find out more about what we do visit our website [Swindon Dance](#)

About you:

We know that sometimes people can be put off applying for a job if they think they can't tick every box, well we welcome the whole person, we understand that each of us brings our experiences, our backgrounds, and our own unique lens to what we do. We believe our work will be stronger with greater diversity and welcome applications from those who will bring something different to this role and who wish to make a difference.

We are interested in both your professional and personal experiences. You could be exactly what we need. You may not have worked in a cultural organisation before, or in an organisation like Swindon Dance. Perhaps you have worked in music, fashion, design, or in technology – these are all very transferable contexts.

If you would like support to think about how your experience is transferable to this role, you can book time with one of our team to have an informal chat. Please call or email on 01793 601700 / reception@swindondance.org.uk

About the role:

As a member of our Operations team, you will be pivotal to the smooth running of the venue, ensuring all customers, staff, service providers and visitors are made welcome and are dealt with effectively and courteously.

You will be the first point of contact when a person enters our building and will be responsible for the type of welcome, they receive and the impression of Swindon Dance they take away with them.

You will be the point of contact for all customers, visitors, staff, and service providers in person, by telephone and/or online, dealing with enquiries, forwarding calls, message taking, and organising Swindon Dance's booking system (Pro-Venue) setting up and take bookings for classes, performances, and special events. Cash handling, data input, supporting customer surveys, data collection and other administrative duties.

As part of the Operations team, you will be responsible for ensuring the building is safe and clean, to work to all legislation and company policies and procedures including equal opportunities, health, and safety, and safeguarding, address any security issues and respond to any other concerns.

You will be expected to undertake front of house duties and assist with duty management for performances and special events. Duty management responsibilities are organised on a rota basis including locking the building (with another staff member).

Skills and Credentials we are looking for:

Someone with a real eye for detail, who can work efficiently, think on their feet, put our customers and visitors at ease, making them feel welcome and wishing to return.

Someone with experience of working as part of a multi-purpose dance and culture organisation working with people from many diverse backgrounds, of different ages and abilities from those enjoying dance as a social, fitness and well-being activity to supporting talent development and professional artists locally, nationally, and international. We would also like to talk to you if you have other customer service and administration experience.

Communication skills are also important, to communicate with our corporate partners, staff members, service providers and our users. To communicate with our varied customers and visitors using language that can be easily understood and acted upon. You should feel able to communicate with children and adults from diverse cultures and different backgrounds, putting them at ease, whilst dealing with their requirements and any issues or complaints in a warm yet professional manor.

This role operates in a creative environment where innovative ideas and approaches are discussed. You will need to be comfortable with some uncertainty and challenges in your work.

Preferred professional and personal specifications for the role:

We are looking for our new team member to,

- Have an interest in dance and art and a commitment to the ethos and beliefs of Swindon Dance.
- Have experience of working in a customer service role in a busy arts, entertainment, or leisure environment, be able to 'juggle' different things and get on with a wide range of people.
- Have experience of cash handling and booking systems such as Pro venue.
- Have good administration skills that includes excellent organisational skills, verbal and written communication, as well as good planning, experience in IT and working with Word, Excel, and Outlook.
- Have experience of looking after a venue or building, including duty management, risk assessment, Health and Safety and other appropriate procedures.
- Have a proficient level of general education, ICT qualification and hold an Emergency First Aid certificate (or the willingness to obtain as training will be given).
- Be a team player, who is a motivated person and can work using their own initiative.

Other important information:

We are looking for someone to start ideally from 4th January 2022 working part-time (20 hours per week) initially on Wednesdays, Thursdays, and Fridays. Although these are the core working days, the operations team works on a rota basis. Due to the nature of the work at Swindon Dance, there will be times when you will be required to work on a different day, at a weekend or during a special event or front of house for our theatre.

We run a flexible working policy where there is some flexibility with working hours/days.

The annual pro rata salary for this role is £10,270 (£19,000 pa).

For further information and to apply follow link to our website jobs and opportunities page <https://www.swindondance.org.uk/about-us/opportunities/>

OR contact:

Lynn Caney, Assistant Manager - Operations, Swindon Dance
01793 601700 / lynn.caney@swindondance.org.uk

Closing date for applications: 5:00 p.m. Friday 10th December 2021
Interviews week of: 13th December 2021

We celebrate diversity and know that it is critical to our success. We are working hard to make sure we are inclusive. So, if you are great at what you do and share our values, we want to hear from you.

Let us know if you need any adjustments made to the application or selection process so you can do your best. We will be happy to help.

Swindon Dance is committed to the application of equal opportunities principles in all its practices regarding the recruitment of staff.

Swindon Dance is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

All job offers are subject to good references and an Enhanced DBS (Disclosure and Barring Service).