

**The DanceXchange Ltd.
Customer & Administration Assistant
Application Pack**



Post: Customer & Administration Assistant (CAA)
Salary: £9.00 per hour
Contract: Casual hours, usually weekday evenings and weekends

DanceXchange is seeking a number of people to join our friendly and professional front of house team.

Based in the centre of Birmingham, with some of the best dance facilities in the UK, DanceXchange creates exciting opportunities for people of all walks of life to engage in dance, as participants, performers and audience members. We also produce Birmingham International Dance Festival, one of Europe's largest dance festivals.

This CAA role is a great way to gain hands-on experience in a busy arts organisation. It involves providing excellent customer service, front of house duties, and administrative support for our classes, projects and performances, providing a welcoming and professional environment for everyone we work with. This includes providing front of house duties in the new Dance Hub Birmingham studio facilities.

CAA shifts are usually regular weekday evenings and weekends, as well as ad hoc daytime shifts. There are also opportunities to help with offsite activity, artist liaison and admin jobs as they arise, including during Birmingham International Dance Festival.

You must be professional, organised and reliable, with a high standard of literacy, numeracy and IT skills. You must also have experience in a customer-facing role, with great communication skills and a genuine interest in dance.

See Job Description and Person Specification below for further details.

Closing date for applications is 11 November 2019, 10am

Interviews will take place on 21 November 2019

To apply, download and complete the DanceXchange job application form and equal opportunities monitoring form at www.dancexchange.org.uk/opportunities, and submit by email to recruitment@dx.dance stating 'CAA Job Application' in the subject line.

dx is an equal opportunities employer who is actively seeking to employ people currently under-represented in the creative and cultural sector. This includes young people, ethnic minorities and people with disabilities. Registered charity no. 1045364.

CUSTOMER AND ADMINISTRATION ASSISTANT

Job Description

Salary: £9.00 per hour

Location: DanceXchange, Birmingham Hippodrome, Thorp Street, Birmingham B5 4TB

Contract: Permanent position, casual hours.

Hours: CAA shifts are usually regular weekday evenings and weekends, as well as ad hoc daytime shifts. Weekday evening shifts are usually 5.00pm-9.30pm; Saturdays 9.30am-7.30pm; Sundays 10am-6.30pm.

Other: There are also opportunities to help with offsite activity, artist liaison and admin jobs as they arise, including during Birmingham International Dance Festival.

Management

Currently reports to the Head of Learning & Participation, supported by the Administration Coordinator.

Purpose of the Post

To carry out administrative and front of house duties to support all activities in the DanceXchange (dx) Studios, Patrick Studio, Dance Hub Birmingham Studio Facilities (DHB) and other sites where dx activity is taking place.

Key Responsibilities

- To act as front of house staff for activities in the dx Studios, Patrick Studio, Dance Hub Birmingham Studio Facilities and other sites where dx activity is taking place
- To be a point of contact for general enquiries and be knowledgeable about all aspects of dx work
- To carry out administrative work to support the smooth running of dx

Specific Functions

- Ensure that dx provides a welcoming, efficient and safe facility for all dx and DHB users and maintain the highest possible standards of customer service
- Implement effective and efficient registration systems and procedures across dx programmes
- Deal with payments and bookings at the front desk and cash up at the end of each shift, complying with dx cash handling procedures
- Deal professionally and diplomatically with enquiries, feedback and complaints in accordance with dx policies, including timely dissemination of information to colleagues as relevant
- Communicate effectively with the wider dx team, and with tutors, artists, participants, hirers, and visitors, to ensure clarity in all areas of operations

- Work with the marketing and communications staff, to deliver the welcome the organisation extends to all customers and potential customers
- Be knowledgeable and informative about all aspects of dx's work, particularly the Class Programme, CAT programme and Artist Development Programmes.
- Welcome and assist all incoming teachers, artists and professionals working with dx
- Be responsible for implementing venue fire safety procedures in order to evacuate all visitors safely and swiftly in the event of a fire
- Carry out dx's daily and evening studio checklist, as needed, reporting any issues or concerns
- Ensure displays of dx class programme and project promotional materials are well stocked, up to date and tidy
- Ensure that the reception area, office and studios (and other project sites as necessary) are tidy, safe and presentable, and carry out housekeeping duties, including sweeping the studios, tidying the reception area, and the washing up in the office
- Carry out administrative tasks as instructed

General

- Act as a key point of contact for external enquiries and communication, as required.
- Maintain positive relationships with Birmingham Hippodrome, Birmingham Royal Ballet and One Dance UK colleagues as appropriate.
- Work in a way which celebrates diversity and encourages best practice.
- Ensure all dx policies are adhered to, particularly in relation to dx class and workshop activity and the CAT programme.
- Ensure that all company processes and procedures are followed at all times.
- Maintain discretion and confidentiality at all times.
- Act as a positive advocate of dx at all times.
- Act as a Fire Marshal for dx, DHB and Patrick Studio as required.
- Act as an Appointed First Aider for the Patrick Studio and dx studios.
- Ensure that safeguarding and Health and Safety policies are observed and positively implemented.
- Undertake a Criminal Record Background check as required for this post.
- Carry out any other tasks as may be agreed with members of the Senior Management Team.

Person Specification

Essential Criteria

- Excellent written and spoken English
- Experience of working with the public in a customer-facing role
- Good level of numeracy
- Good IT skills (Training will be provided on our Ticketsolve database.)
- Able to communicate enthusiastically and clearly with a wide range of people
- Able to use email, telephone and face-to-face communications
- Able to work swiftly and accurately
- Able to work to a brief, independently and as part of a team
- Organised, punctual and reliable
- Confident and proactive
- Friendly and welcoming
- Professional and tactful
- Able to calm and manage difficult situations
- Genuine interest in the dance
- Able to work flexible hours, including evening and weekends

Please note that, as dx employees, CAAs are not eligible to benefit from dx Artist Development opportunities

How to apply

Download the DanceXchange job application form and equal opportunities monitoring form at www.dancexchange.org.uk/opportunities

Complete both forms, answering all the questions, and explaining how you think your experience and skills match our job description and why you think you are suited to this post

Submit both forms by email to recruitment@dx.dance stating 'CAA Job Application' in the subject line.

Closing date for applications is 11 November 2019, 10am

If shortlisted, you will be invited to interviews on 19 November 2019

Induction shifts will begin as soon as possible.

We regret we are unable to interview all applicants, so if you have not been contacted by 16 November 2019, please assume your application has not been shortlisted. Applications made through recruitment agencies will not be accepted.

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About DanceXchange

For over 25 years, DanceXchange (dx) has played a pivotal role in the growth and development of dance in the Midlands, connecting people with great dance, nurturing young dancers and championing some of the UK's best artistic talent. We're passionate about dance and we want everyone to enjoy the positive transformations it creates.

dx is an internationally known Birmingham-based dance agency that presents and produces UK and international dance with a focus on work that is current, new and choreographically driven, and that is artistically ambitious, engaging and inspiring. We are committed to supporting and showcasing high quality dance that resonates with our city's young and diverse audiences.

dx has a strategic role in developing the artform and provides packages of support for Midlands-based artists and choreographers to help them develop their practice and build sustainable dance careers. We also manage the new Birmingham Pro Class membership scheme on behalf of partner dance organisations and artists.

In partnership with Sampad South Asian Arts and Heritage, dx runs the Centre for Advanced Training (CAT), an elite training opportunity for young people aged 11-18, who show exceptional talent and potential in Bharatanatyam, Kathak and Contemporary styles. This is complemented by Generate, a feeder programme for 10-14 year olds with potential. We are also the lead organisation for U.Dance WM, the West Midlands platform which showcases some of the most talented young dancers in the region.

dx offers a bespoke schools programme, exploring ways to embed dance at the heart of the curriculum, supporting cross-curricular and topic-based learning in schools, and creating activity that contributes to positive mental wellbeing, social interaction and empathy. We also run a recreational class programme in our studios, with weekly classes for people aged 3-60+, in a range of styles and at different levels, to enable development and progression.

dx's largest project is Birmingham International Dance Festival (BIDF), a major award-winning biennial festival which brings inspiring international dance to the city's theatres, showcases local talent, takes over Birmingham's streets and squares with exciting free performances, and creates lots of opportunities for people of all backgrounds to get involved. BIDF also delivers professional development events, debates and workshops, opening up a valuable space for dialogue, collaboration and sharing of ideas. Since its beginnings in 2008, the festival has played a vital role in putting dance centre stage in Birmingham and is a powerful cultural asset for the city.

DanceXchange is proud to be an important part of making Birmingham a place where dance and dance artists can flourish.

To find out more, visit www.danceexchange.org.uk

Last Updated Oct 2019