

# RECRUITMENT PACK

## CENTRE EXPERIENCE TEAM MEMBER - EVENINGS

CREATE

COMMUNITY



**O** **LD**  
**DIORAMA**  
**A** **RTS**  
**C** **ENTRE**

Old Diorama Arts Centre,  
201 Drummond Street,  
Regent's Place,  
London, NW1 3FE

## WHO ARE WE?

Named in homage to our iconic original home, Old Diorama Arts Centre (ODAC) has a long and radical history supporting London's artistic ecology and communities in Camden.

ODAC's mission is to be a vibrant, nurturing centre where artists and residents come together to make the change they need; serving as a springboard for artistic creation and community action, with the neighbourhood and cityscape of Euston as our inspiration, collaborator and stage.

Our overlapping strands of activity are:

- **SPACE TO CREATE** - Space for the live arts, creative industries and local communities to make, explore and collaborate.
- **RESIDENT PARTICIPATION** - Inclusive, participatory artist-led projects with residents of Regent's Park ward and wider Camden.
- **ARTISTIC EXPLORATION** - Interdisciplinary artistic support and commissioning, as part of London's Knowledge Quarter.

Our focus is on:

- **CIVIC & SOCIAL ACTION** - Using the arts as our tool to contribute to the health, wellbeing and cohesion of our communities, and the development of the environments in which we are located.

Since 2013, thanks to British Land, our home has been a purpose-built rehearsal studios centre at the Regent's Place campus. Since 2021, the charity has been through an intensive period of change, new leadership and management, modernisation, and expansion.

## WHAT'S THE ROLE?

The Centre Experience Team Member – Evenings is a 20 hours / week part-time role as part of what's currently the Operations and Hires Team. Reporting into the Centre Manager and working as part of the team, the Centre Experience Team Members are responsible for delivering welcoming, high-quality service to our many and varied visitors from our artistic and local communities, and ensuring that the centre itself and all facilities are safe, welcoming and well-presented.

The centre is open 78 hours per week, including til 10pm from Monday til Thursday, with a busy evening's schedule of classes, workshops, community meetings (hires, external supported productions, and in-house programmes). The 'Centre Experience Team Member – Evenings' is a new role intended to provide increased consistency and continuity in our evening operations and strengthen the relationships with our evening visitors and clients. Usually working alongside another member of the team, the role is also responsible for studio presentation and setting up studios for the next day. The Team Member takes on delegated responsibility in the evenings for Safety and Security of the centre and visitors.

This is an opportunity to join our small team but growing team, and to make a key impact in the welcome and service that our visitors and users receive.

## WHO ARE WE LOOKING FOR?

We're looking for someone confident, hands-on, and with a good sense of fun, who is ready to jump on board to help us be the best centre for arts and communities that we can be.

This is a part-time, evenings role (5.30pm-10.30pm) that could fit alongside other work, or family commitments. At ODAC, we respect the boundaries and flexibility required for part-time working and the potential of mixed portfolio careers – many of our team do this.

Understanding of our local Camden communities, and/or the theatre/TV/film industries is desirable, but we know that every career path is different, and we want to encourage those with the skills and interests that we need for the job to apply, regardless of the route. Experience in a customer-facing or administrative role is a benefit, but not compulsory. Once in the role, there's the potential to progress in the company, and also to pick up additional daytime shifts at some points.

## INCLUSIVITY

Diversity and inclusion are critical to our mission of local community cohesion, and we need a truly diverse workforce that reflects the communities that we serve. ODAC is committed to continuing to develop a team with diverse skills, backgrounds and lived experiences.

We encourage applications from those with lived knowledge and understanding of the local Camden communities in which we are situated and serve, in particular Euston and Regent's Park ward.

We encourage applications from those who are under-represented in our organisation and marginalised in the arts and charity sectors, including those who have faced socio-economic barriers. Our team currently includes people with a range of identities and lived experiences, but there is more to do to shift power and continue to build the diversity of the team.

We encourage applications from those from the Global Majority as they are under-represented in our workforce, including but not limited to, those of African diaspora heritage, South Asian, East Asian and South-East Asian heritage, and all mixed heritages.

ODAC is an accessible venue and welcomes applications from disabled people.

ODAC is an inclusive space for all genders and sexualities and welcomes applications from members of the LGBTQ+ community.



*Rehearsals of 'Grills' at ODAC. Created by Chloe Christian and Olivia Dowd, Grills were the main recipients of our joint commission with Camden People's Theatre called 'Camden NoWI!'. Photo Credit: Zbigniew Kotkiewicz.*

## JOB DESCRIPTION

### CENTRE EXPERIENCE TEAM MEMBER - EVENINGS

The Centre Experience Team Member (Evenings) is responsible for efficient, smooth-running, safe delivery of Old Diorama Arts Centre's centre and studios operations during the evenings.

They are the first point of contact for visitors to the centre in-person and by phone, ensuring that all visitors to the building are treated with respect, and that all staff and users are safely and effectively supported while on the premises.

The role is a community-facing position that plays a key role in contributing to ODAC's mission to be a vibrant, nurturing centre where artists and residents come together to make the change they need.

<b>PAY:</b>	London Living Wage (£13.15/hour by start)
<b>CONTRACT TYPE:</b>	Permanent (subject to three-month probation)
<b>CONTRACTUAL HOURS:</b>	20 hrs per week contract: <i>(5hr shifts over 4 days, 17:30-22:30, Mon-Thurs)</i>
<b>POTENTIAL ADDITIONAL HOURS:</b>	Opportunities for additional hours, provided these do not interfere with the contracted shift patterns.
<b>LINE MANAGER:</b>	Centre Manager
<b>COLLABORATES WITH:</b>	Operations & Hires / Centre Experience Team

## OPERATIONS RESPONSABILITIES

- To welcome, assist and direct visitors to the centre in a friendly and professional manner, presenting a friendly and helpful attitude, and support their needs in our centre.
- To ensure that evening clients coming into the centre find their studios in a clear and tidy state.
- To move furniture/equipment to relevant studios when setting up for each booking, and packing down anything left up.
- To maintain order and tidiness around the building throughout the shift, including the bathrooms, office, and Reception area.
- To provide an effective handover to colleagues joining or taking over the shift ensuring that the same is received when starting your own shift.
- To ensure that all equipment is correctly stored at the end of the day, and that the building is locked and secured.
- To work harmoniously alongside the rest of the ODAC team, maintaining excellent communication, consistency of good service, and a comfortable and productive working environment.
- To provide break cover on the desk as required.

## HIRES RESPONSABILITIES

- To use ODAC's booking system (EZ Facility) to oversee evening space use and allocation.
- To liaise effectively with customers via telephone and email, in order to establish their needs as a potential client.
- To respond to emails, phone calls, and in-person enquiries on behalf of ODAC, in accordance with organisation code of conduct.
- To collaborate with the Assistant Centre Manager in coordinating the regular evening hirers needs.

## SAFETY AND SECURITY RESPONSIBILITIES:

- To adhere to all company procedures and protocols with regard to Health and Safety; signing-in upon arrival; Fire Evacuation Procedure; environmental sustainability; and reporting any issues to the Centre Manager or a supervisor.
- To liaise with Regent's Place Security regarding any risks to public safety or violations to ODAC's Code of Conduct.
- To comply with ODAC's Code of Conduct, and to undertake training in conflict management in order to enforce these terms.



*The opening of the Exhibition in the ODAC foyer with the work created at the One Festival of Homeless arts (2023), now called 'One Roof'. Photo Credit: Matt Mahmood-Ogston.*



## PERSON SPECIFICATION

### REQUIRED:

- An interest and understanding of the range of arts and community activities that ODAC supports
- A welcoming and inclusive approach to customer and visitor service
- A pro-active and hands-on approach to presentation of our centre
- Good at working in a busy, fast-paced environment with multiple pressures
- Ability to build strong relationships with new people
- An eye for attention to detail
- A systematic and rigorous approach to processes
- Computer literate, and able to learn use customised web-based software and payment systems

### DESIRABLE:

- Experience in a similar public-facing role in a community or cultural organisation
- Experience in safe manual handling
- Experience in a role that ensures the security of the public
- Experience in a role with some safety responsibilities
- An understanding of the Health and Safety and Safeguarding responsibilities of public facing buildings

## HOW TO APPLY

Please send the following to [recruitment@olddiorama.com](mailto:recruitment@olddiorama.com) by the deadline below:

- A CV, detailing your work and education
- A covering letter explaining your relevant experience and interest in the role.

And please fill in this online Equal Opportunities Monitoring Form [<https://forms.gle/hsJADe3uuBpQXiZt7>] and confirm in your email that you have done so.

**DEADLINE:** 9am, Thursday 25<sup>th</sup> January 2024

**INTERVIEWS:** Friday 26<sup>th</sup> January – daytime. Please hold your availability.

**ACCESS:** If any aspect of this process is not accessible to you, please let us know and we'll do our best to adapt it.

If you have questions about this opportunity, informal conversations can be arranged ahead of application. Email Centre Manager Claire Rivers on [claire@olddiorama.com](mailto:claire@olddiorama.com) and we'll find a time for a call.