



FRONT OF HOUSE SERVICES ASSISTANT

JOB PACK

wacarts.co.uk/vacancies
recruitment@wacarts.co.uk

Wac Arts



Dear Applicant,

The Front of House Services Assistant will be an integral part of the welcome team at Wac Arts, supporting relationship building with visitors, young people, families and members of the community.

For more than 45-years, Wac Arts has delivered an accessible Arts Programme engaging an estimated 30,000 children and young people. We are experts in working with those from diverse backgrounds, bringing together young participants with different abilities, genders, ethnicities, cultures, religions and lived experience to take part and learn together. Continuing to build on its success, the charity is now looking forward to an exciting future with the ambition to continue to build its affordable arts programme.

The role is offered on a part-time, fixed term (12-month) basis and requires some weekend and evening work. You must be passionate about the work we do and able to connect with young creative people.

This opportunity is part of the John Lyons Charity Arts Sector Internship programme and is designed to encourage more young people with learning disabilities into employment in the arts. Please check the criteria in this Job Pack to make sure you are eligible to apply for the role.

If you would like to have an informal chat about this opportunity, or have any queries, please feel free to contact us on recruitment@wacarts.co.uk.

We look forward to receiving your application.

Kind regards,

Ann Main
Director - HR & Administration



ELIGIBILITY

This opportunity is part of the John Lyons Charity - Arts Sector Internship programme. This programme is designed to encourage more young people with learning disabilities into employment in the arts.

Please ensure you meet **all** of the requirements below before applying.

- I consider myself to have a learning disability
- I am aged 18-29
- I live in one of the following London boroughs: Barnet, Brent, Camden, Ealing, Hammersmith & Fulham, Harrow, Kensington & Chelsea and the Cities of London and Westminster

As part of this programme, all successful candidates will be supported at interview and in the first 9 weeks of the job by a charity called Pursuing Independent Paths. If your application is successful, your contact info will be passed on to them so that they can help you prepare for your interview.





ABOUT THE ROLE

KEY RESPONSIBILITIES

The following is an overview of the role. It is not an exhaustive list.

- Cover Main and Atrium Receptions during operational hours:
 - Being the 'Welcome' contact for building users, community participants and visitors
 - Operating the Switch Board, and answering Telephone Enquiries
 - Liaise with parents/carers and building users over email and in-person
 - Overseeing room hire enquiries and the room booking system
- Assist in the preparation of the Arts Programme:
 - Monitoring and evaluating resources
 - Equipment set up
 - Resourcing and admin duties
- Support special events, performances and Arts Programme activity:
 - Prepare resources, equipment and set up
 - Usher audience members and participants
 - Monitor registers and sign-in procedures
 - Monitor Health & Safety and Fire Standards





ABOUT THE ROLE

The Front of House Services Assistant will be an integral part of the welcome team at Wac Arts, supporting relationship building with visitors, young people, families and members of the community.

The role will work with members from across the different staff teams, including Building Services, Administration and our Arts Programme.

This a new, varied hands-on role, ideal for someone who enjoys communicating, collaborating, and working with people.

GENERAL

This role requires proof of eligibility to work in the UK and an enhanced DBS clearance, which we will arrange for the successful candidate.

The job description is not exhaustive, and you may be asked to carry out additional tasks which are appropriate to your job role, as required by your line manager &/or senior members of staff.

Due to the nature of the role, there is a requirement to carry out some work during out of office hours. This work is to be arranged in accordance with procedures.





ABOUT THE ROLE

JOB DESCRIPTION

Job Title:	Front of House Services Assistant
Salary:	£14,360
Contract:	Part Time, Fixed term (12-Months)
Hours:	24 hours per week (excluding a one-hour lunch break per day).
Report to:	Senior Administrator
Location:	Wac Arts, 213 Haverstock Hill, London NW3 4QP

PERSON SPECIFICATION

Candidates must have a clear understanding of and commitment to the aims of the Charity. Candidates will ideally possess and be able to demonstrate all or most of the following:





ABOUT THE ROLE

DEMONSTRABLE KNOWLEDGE AND EXPERIENCE

- Relevant industry experience (direct or transferrable) in managing properties, hires and events or a strong interest in the arts and a passion for putting on fun and educational events.
- You are a people person who enjoys meeting and working with lots of different people. Previous experience in a customer focussed environment would be useful.
- Good computer skills or experience of administering an IT based booking or room allocation system.

ESSENTIAL SKILLS AND ATTRIBUTES

Candidates will ideally possess and be able to demonstrate all or most of the following:

- Willingness to learn new skills, including new IT platforms skills, for example Office 365
- Naturally helpful, pro-active and have an ability to remain calm under pressure.
- Excellent communication skills.
- Polite and friendly telephone manner.
- Able to relate well to people of all ages, including young people and elderly.
- Ability to prioritise in a busy environment, managing time effectively to deliver tasks to deadlines.
- Flexibility to work within a growing environment, and eager tolerant more as the role progresses.





HOW TO APPLY

Wac Arts are committed to the equal treatment of all current and prospective employees, starting with our application process.

We have implemented an anonymised shortlisting process. All applications must be submitted via our [online application form](#). Your application will then be anonymised for the screening stage.

You are unable to save the application as you work, so we recommend you prepare answers to the questions in advance. You can access a copy of the application questions from our [website](#).

We also accept audio recordings (MP3 file) or a video application of up to 3-4 minutes (MP4). If you would like to apply in this format, please attach your recording answering the application form questions to an Email and send it to recruitment@wacarts.co.uk

Application deadline: End of day 30th May 2025

Interviews will be held the week commencing **16th June 2025**.

If you would like a version of this pack in an alternative format (e.g. large text) or have any questions, please feel free to contact us and we will do what we can to support your request.

Please call 020 7692 5800 or email recruitment@wacarts.co.uk using the subject heading "Front of House Services Assistant".





HOW TO APPLY

EQUALITY

As an equal opportunities employer, Wac Arts is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy or maternity, race or ethnicity, religion or belief, gender identity, marriage or civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join Wac Arts. We are looking for interest from people who reflect the diversity of London and the communities we serve.

At Wac Arts we strive to be a leader in diversity and inclusion. Reducing inequality is the cornerstone of our mission. It is vital that we understand the diversity of our own organisation accurately and at all levels.

As such, we would like to ask you to complete the optional form [here](#).

DBS STATUS

The successful applicant will be required to undertake a Disclosure and Barring Service (DBS) Enhanced Disclosure and appointment to this post is subject to Wac Arts being in receipt of a satisfactory DBS Disclosure, under section 115 of the Police Act 1997. We will arrange this for the successful candidate.





ABOUT WAC ARTS

MISSION

Nurture children and young people's creativity through the arts.

VISION

- An organisation that is nationally recognised for its expertise in providing accessible arts provision, and for playing a significant role in the creative journey of children and young people.
- An organisation for, by and with communities to engage, enhance and elevate youth arts.

PURPOSE

To provide access to arts for children and young people, particularly those who are experiencing barriers to participation.

GOALS 2024-2027

- Continue to provide an affordable arts programme for children and young people, irrespective of their background or abilities.
- Further develop the young company offering in place as part of the arts programme.
- Continue to provide Continuing Professional Development opportunities for teachers, young artist practitioners and those who engage with children and young people in the arts.
- As custodians, manage the upkeep of the Old Town Hall building as a community asset.
- Continually develop an organisational culture that promotes the charity's values and principles of inclusion, collaboration, and staff development.
- Be a financially resilient and sustainable organisation.