

May 2017

Dear Applicant,

Learning & Participation Assistant

Thank you for your interest in the above post. Please find enclosed the following:

- A job description and person specification
- About Us
- Mission, Objectives and Core Values
- An equal opportunities monitoring form

Please refer to our website www.cornexchangenew.com for further information on the Trust and our activities.

If you wish to apply for the position, please send a covering letter, no longer than two sides of A4, with a copy of your CV and return to me either by post or via email (recruitment@cornexchangenew.co.uk), no later than **midday on Wednesday 31 May**.

In addition, please complete an Equal Opportunities Monitoring Form and return with your letter of application. Please note that the successful applicant will be subject to an enhanced DBS check.

The Corn Exchange recognises the positive value of diversity, promotes equality and challenges discrimination and we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from disabled candidates and those from Black, Asian and Minority Ethnic (BAME) backgrounds as they are currently under-represented within our staff team.

Candidates are short listed on the extent to which they meet the criteria in the person specification and job description. Please ensure you address these criteria and give evidence to demonstrate you have the skills, knowledge and experience required. Interviews are likely to take place on **Wednesday 7 June 2017**.

Yours faithfully,

Sarah Gregson
Learning and Participation Manager

CORN EXCHANGE

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Job Title:	Learning & Participation Assistant
Reports to:	Learning and Participation Manager
Salary:	up to £16,000 dependent on experience
Hours:	Full-Time, 40 hours per week (including some evenings and weekends)

JOB PURPOSE

This role combines a variety of administrative elements with creative and production responsibilities. You will be the first point of contact for all enquiries relating to the Corn Exchange's Learning and Participation activities, and the conduit for communication with the rest of the organisation as well as providing a warm welcome at the new Learning Centre.

- To provide administrative support to enable the smooth running of the Learning and Participation department
- To co-ordinate all aspects of work experience placements, scheduling their time and interviewing prospective candidates
- To manage the Learning & Participation team diary, problem solving where required
- To maintain up to date data in the budget and department records
- To administrate the contracting of all freelance team members and practitioners
- To help organise and support the team to deliver Learning and Participation activities, providing on the day co-ordination and attendance at performances and events as required.
- To undertake all administration required to ensure that activities at the Learning Centre are evaluated and records are kept. Working to maintain positive and creative relationships with practitioners, parents and participants
- To facilitate good communication and working between different departments

MAIN DUTIES AND RESPONSIBILITIES

Administration & Finance

- To administrate all regular activity undertaken by the Learning & Participation team (regular classes, courses and groups)
- To maintain an up to date department diary for all activity
- To collate agendas and minute weekly department meetings
- To monitor the Learning and Participation inbox and distribute enquiries to relevant members of the department
- Maintain up to date departmental contact lists

- To assist in the organisation and delivery of Learning and Participation events and performances
- To administrate emergency contact, photography permissions and consent for work with children, young people and vulnerable adults across the programme
- To act as the first point of contact for all tutors and freelancers regarding the organisation and scheduling of classes and courses
- To contract all freelance practitioners working on Get Involved projects
- To administrate the recruitment of freelance tutors for specific projects and for general call outs.
- To administrate the department volunteer recruitment process, working to support new volunteers into suitable roles to support the work of the department
- To schedule induction activity for new members of the Learning and Participation team
- To monitor event sales figures and report on changes in weekly department catch ups
- To administrate all settlements and invoicing for regular programme activity and to work with the Front of House team to ensure payment by participants

Evaluation & Reporting

- To provide administrative support to enable the evaluation of all Learning and Participation activity
- To oversee the timely and accurate gathering of all reporting data
- To ensure accurate data is available and collated in a timely fashion in order that reporting can take place
- To collate evaluation data into formats useful for reporting to funders, partners and participants
- Create surveys and resources for creative evaluation and, where appropriate, facilitate the face to face collection of qualitative feedback

Support of the creative programme & placements

- To ensure the Learning Centre is set up and ready for use before classes
- To attend classes, courses and sessions, on occasion, to facilitate evaluation
- To provide occasional assistant cover for youth theatre sessions
- To provide administrative support for the delivery of the programme of activity at the Learning Centre
- To liaise with visiting professional companies to programme pre and post-show participation opportunities, schools workshops and community offers
- To administrate all work experience applications, arrange interviews, contribute to the selection of candidates and schedule placement time with all departments
- To support leaders of youth theatre, youth dance and Young Corn Exchange in creating a range of resources and templates for the delivery of arts award
- To administrate the collection of arts award portfolio work for all relevant groups
- To coordinate the internal moderation of Arts Awards and arrange external moderation

Communications & Advocacy

- To monitor the department communications plan
- To ensure advance communications with regular activity participants
- To maintain the accuracy of the Get Involved and Schools pages of the Corn Exchange website

- To maintain the Learning and Participation departments social media presence
- To coordinate the collation of all information relevant to the Get Involved brochure and department print
- To communicate with the marketing team and front of house teams, via the creation of accurate season booking sheets, accurate details of each season Get Involved activity
- To act as an advocate for the work of the Learning and Participation team and to plan communications activity in order that the work is celebrated and shared locally and within industry networks
- To help generate key department communication activity, including press releases, new items, website content, social media material
- To play an active role in internal and external communication about our work through VIP invites, direct e-mails and updates

Access and Diversity

- To sit on the equality and diversity working group on behalf of the department, with specific reference to improving the diversity of our volunteers and participants through communication
- To co-ordinate the delivery of access performances targeted at the needs of particular audience groups or those with disabilities
- To accurately maintain all SEND information regarding our participants and their needs in a secure and accurate manner in line with

Health and Safety & Safeguarding

- To collect and maintain records of risk assessments for all Learning and Participation activity
- To ensure that all activities are carried out in accordance with the Corn Exchange Trust's Health and Safety policy
- To ensure that all staff and third parties are familiar with and adhere to the Corn Exchange Trust's Health and Safety policy and Children and Vulnerable Adults policy

Other

- To publicly represent the Corn Exchange in a prepared and professional manner
- To undertake any other duties which may reasonably be requested, including working some weekends and evenings
- To maintain confidentiality at all times

PERSONAL SPECIFICATION

Key to this role is excellent organisational and interpersonal skills. Applicants should be able to demonstrate a high standard of written and verbal communication skills and should be passionate about community cohesion and inclusion in the arts.

Key Attributes

The successful candidate is likely to:

- Be pro-active and enthusiastic
- Be a confident written and verbal communicator
- Have excellent time management skills and enjoy working at pace
- Be highly organized with excellent attention to detail
- Enjoy problem solving and developing creative solutions
- Enjoy having responsibility for a wide range of tasks
- Enjoy meeting and talking to new people of all backgrounds and interests
- Take a logical and practical approach to decision making
- Demand a high level of performance in themselves
- Be able to work under your own initiative and take responsibility for your actions
- Be able to learn systems and processes quickly

Essential Skills

- An interest in the arts and community engagement
- Excellent computer literacy, with in depth experience of using Outlook, Word and Excel
- Experience of working in an office, diary management, setting up administrative systems and maintaining accurate records
- Knowledge and understanding of the factors involved in running community arts and participation
- Excellent interpersonal skills
- Friendly and easy communicator (written and verbal)
- Ability to work under your own initiative
- Ability to manage a diverse workload encompassing differing deadlines and working across a number of projects and schedules
- Confident phone manner
- Flexibility in working hours (evenings and weekends)
- A desire to learn and build knowledge about the way an arts organisation is run

Desirable Skills

- Experience of using social media to promote and support creative work
- Experience of writing to reach different audiences
- Experience of working with or as a freelance practitioner
- Experience of working with children, young people and their parents
- Experience of supporting the delivery of outreach work/ community arts projects

Additional Benefits

- 20% discount in café and bar
- Free theatre and film tickets
- We have a small car park

Competencies

All Corn Exchange Newbury and New Greenham Arts Centre staff strive to demonstrate competencies in the following key areas. In your application you should try and give examples of how your previous activities might demonstrate your own personal competencies.

Customer Focus

- You act professionally and calmly when interacting with others
- You demonstrates concern and courtesy towards colleagues and customers
- You treat all people respectfully
- You take personal responsibility for correcting problems
- You follow up with individuals to ensure satisfaction with the level of service they have received

Accountability

- You take personal responsibility for work activities and personal actions
- You follow through on commitments made
- You implement decisions that have been agreed upon
- You maintain confidentiality with sensitive information
- You acknowledge mistakes you make without blaming others, and learn from mistakes altering behaviour to avoid repetition
- You recognise the impact of your behaviour on others and act appropriately

Adaptability

- You respond to changing circumstances by being innovative and altering your behaviour to better fit different situations
- You exhibit optimism and energy
- You learn new skills that help you perform work in better ways
- You successfully work with new colleagues
- You professionally deal with personal discomfort in a changing environment
- You are willing to be flexible
- You remain calm in stressful situations

Clear Communication

- You express yourself clearly and effectively when speaking and/or writing to individuals and/or groups
- You listen attentively
- You ensure that information is understood by all parties
- You share information in a timely manner using the most appropriate method
- You present well organized information in a group setting

Initiative

- You take action to improve a situation without waiting for explicit instructions
- You understand how your actions relate to the Corn Exchange's and your department's strategic goals
- You recognise and respond to opportunities in order to reach a goal
- You seek new and improved techniques, solutions, and approaches to completing assignments

Problem Solving

- You generate creative approaches to addressing problems and opportunities
- You identify and weigh options, make sound decisions after reviewing all relevant information
- You anticipate and plan for potential problems
- You take calculated risks
- You recognise the impact of your solutions on others

About Us

The Corn Exchange Trust currently manages three venues; the Corn Exchange which includes a 400 seat auditorium, a 40 seat independent cinema and thriving café; New Greenham Arts a 140 seat black box studio and rehearsal space, 1000 square foot gallery and artist studios; and 101 – a unique creation centre for outdoor arts including workshop, making and rehearsal space together with on-site accommodation. Exciting developments at the Trust mean that over the next eighteen months this balance will change with the expansion of 101 and its activities, the closure of New Greenham Arts in August 2017, the creation of a new dedicated and centrally located Learning Centre to house all of the organisation's learning and participation activity in September 2017 along with the launch of a brand new Gallery, Visual Arts, Craft & Makers' Studios at Greenham Business Park in May 2018.

The performance programme at the Corn Exchange has developed considerably in recent years. We present a mixed programme of theatre, dance, comedy, music, family, film and outdoor work to audiences from across the South East. The emphasis is on presenting shows of the highest quality shows and films that inspire and entertain audiences, with attendance growing year on year. The Trust produces its own pantomime in-house which plays to capacity audiences as well as supporting a range of artists and companies across all art-forms through commissioning and development opportunities, mentoring and production support. **Our emphasis is on presenting great shows and films that audiences really want to come and see. Always high quality, we're really proud that our attendance figures are growing year on year.**

Since 2009 the organisation has led a major outdoor arts programme, presenting internationally renowned companies and most recently producing spectacular large-scale outdoor performances to audiences of thousands. 2014 saw the launch of the Trust's newest venture 101; a creation centre dedicated to the production of outdoor arts and an ambition to develop the facilities, opportunities and resources available in the region to support the create exceptional outdoor performance. From April 2017 this work will be expanded as a result of Ambition for Excellence funding from Arts Council England and further funding from Greenham Common Trust enabling the expansion of 101 and the creation of a new talent development and innovation programme.

The launch of the dedicated Learning Centre will see the continuation and subsequent expansion of the Trust's flourishing participation programme *Get Involved*. Working across all age groups, there is a particular focus on working with schools and young people through initiatives like Young Corn Exchange as well as Ageing Creatively a programme of work specifically aimed at those aged 55+. The programme currently impacts in excess of 10,000 local people per annum, and within three years this is expected to increase to 15,000.

The next stage of the Trust's development will be the launch of a £3.5M capital fundraising campaign in 2018 in order to deliver an extension at the rear of the Corn Exchange which will house a new 120 seat studio theatre and become the permanent home of the Learning Centre as well as creating much needed office space for the expanding team. The extension is due for completion in the Autumn of 2020.

The Trust has a turnover of around £3 Million per annum and is run by an Executive Team, led by Katy Griffiths & Grant Brisland Co-Directors, Guy Dickens (Head of Technical & Operations) and a General Manager (position currently vacant). We have a wider management team of 5, and a number of key freelance partners who we work with regularly most notably Simon Chatterton as well as a core staff team of 35, plus casual staff and over 120 volunteers. We receive core funding from Greenham Common Trust, West Berkshire Council, and Arts Council England as a National Portfolio Organisation.

Mission and Objectives

We are a flagship arts centre for the South East, punching above our weight artistically and so much more than just a theatre. Core funded by key partners to deliver outstanding performances, and creating our own well respected work. We are at the heart of a creative and cultural community, leading a vision for a vibrant district with more and more people involved in all of our activities. With some of the best facilities and staff in the country we are committed to involving everyone in what we do.

Centre for Excellence

Enable excellence at every opportunity

- Our role as artistic leader is to provide examples of what is excellent and to encourage and enable this work to thrive in Newbury
- We must continue to play a key role in providing inspiration for both artists and audiences

Creative Communities

Provide access points and encourage involvement from our entire community

- Deliver a programme of artistic opportunities in more places, incorporating more art forms and engaging with more people
- Develop and provide more quality opportunities for local people to participate in cultural activities within their own community

Custodian

Safeguard our long-term sustainability

- Ensure that the organisation and its buildings are valued by the people of Newbury
- Maximise income generated from our five income streams at every opportunity in order to ensure we can deliver on our vision
- Invest in our staff and infrastructure to ensure continued success and growth

Core Values

The Trust aims to be a centre for artistic excellence that cares about providing a high quality experience for its audiences, artists and employees. We encourage involvement in the creative arts from our entire community, welcoming everyone and inspiring future generations. By forging strong relationships with our audiences and stakeholders, and being efficient in the operation of our business, we are committed to safeguarding the long-term sustainability of the organisation.

In doing this we hold true to the following values

- We are passionate about the arts
- We aim for excellence

- We put our customers first
- We work collaboratively
- We respect and include everyone
- We seek out better ways to do things

The Trust expects our staff and volunteers to demonstrate a commitment to these values and use them in their decision making and actions every day, for the benefit of our audiences, artists, stakeholders, and fellow employees.

- We are passionate about the arts: We believe wholeheartedly in what we do, and seek to share our enthusiasm with others; inspiring future generations.
- We aim for excellence: We always try to exceed expectations and actively pursue success. We are proud of our reputation and we want to build it together.
- We put our customers first: Customers are our audiences, participants artists and stakeholders and we work hard to see things from their point of view and improve their experience of the Corn Exchange.
- We work collaboratively: We forge relationships with others in order to succeed. We work as a team and are adaptable, making it easy for our colleagues, partners and communities to work with us.
- We respect and include everyone: We will treat everyone we encounter with respect and courtesy; we actively seek out opportunities for local people to participate in cultural activities within their own community.
- We seek out better ways to do things: This means we work hard to get the best possible value out of everything we do, and actively look for examples of best practice both inside and outside our organisation.

Why join us?

It's an exciting time for our organisation, with the development of our activities at 101 and the continued growth of our activities. It is a challenging time for arts organisations across the country; however the Trust is in a strong position following 8 years of growth and stability and is actively looking to increase activity, diversify income streams, grow audiences and promote our work more widely.

Our current major plans are:

- With a successful application to Arts Council England's Ambition for Excellence funding stream, we'll be developing the facilities, resources and profile for 101, our Outdoor Arts Creation Centre at Greenham Business Park.
- The development of a town-based Learning Centre launching from September 2017
- The development and launch of a new £1.7M gallery, visual art and craft studio venue on Greenham Business Park, adjacent to 101, with Greenham Common Trust

About Newbury

Newbury is a modern market town, at the heart of rural West Berkshire. The Corn Exchange, Learning Centre and our main office is situated in the town's central market place. New Greenham Arts, 101 and the New Arts Centre are situated a 5 minute drive from the town centre at the site of the former Greenham Common Airbase on Greenham Business Park. The town's train station is a short walk from the Corn Exchange providing frequent trains to Reading and London Paddington; whilst the M4 / A34 enables quick access to Reading, Bristol, Oxford, Winchester, Salisbury and the surrounding areas.

Newbury has been undergoing expansion recently, with many developments including a new shopping area, Parkway, attracting new retailers and footfall to the town. The wider region West Berkshire has lots of beautiful countryside and villages, with the historic downlands and Ridgeway great for relaxation, and the small and unique towns of Hungerford and Marlborough within easy reach.

Equal Opportunities monitoring form

The Corn Exchange supports the principle of equal opportunities in employment and opposes all forms of unlawful and unfair discrimination. In pursuit of this policy the Corn Exchange will use its best endeavours to ensure that the human resources, talents and skills available throughout the community are considered when employment opportunities arise in order to achieve and maintain an efficient workforce. We aim to ensure all job applicants and employees are treated equally and fairly and are recruited, selected, trained and promoted on the basis of the requirements of the job, their skills, abilities and other job related criteria. We will also ensure that individuals are not disadvantaged by conditions or requirements which cannot be shown to be justified as being necessary for the safe and effective performance of the job.

To ensure the equal opportunities policy is being implemented and to comply with legislation, please complete and return this form. **This information will be used solely for monitoring purposes and will not be available to those involved in the selection process.**

Job applied for : Learning and Participation Assistant

Age Discrimination Act 2006

Date of Birth: _____

Sex Discrimination Act 1975

Please circle

Female

Male

Single

Married

Divorced

Widowed

Race Relations Act 1976

How would you describe your ethnic origin?

White

Black Caribbean

Black African

Black other *please describe*

Other *please describe*

Indian

Pakistani

Bangladeshi

Chinese

Disability Discrimination Act 1995

The Corn Exchange seeks to ensure that it does not unjustifiably discriminate against people with disabilities in employment and to assist us in fulfilling our obligations under the Disability Discrimination Act 1995 please answer the following questions.

Please give details of any health problem or disability which is relevant to your job application, and how, if at all, it affects your performance at work, to enable us to determine what reasonable adjustments may be required in the workplace.

Any information held on this form will be subject to the Data Protection Act 1998

Post applied for: Learning & Participation Assistant
 Where did you see this position advertised?

References

Please give names, addresses and telephone numbers of two referees. One **must** be your present or most recent employer. The other can be another previous employer or any other person who can provide a reference for you but not a partner or member of your family. Referees will not be contacted without prior permission.

Present or previous employer	
Name:	Name:
Job title:	Job title:
Organisation:	Organisation:
Address:	Address:
Telephone:	Telephone:
Email:	Email:
How is this referee known to you?	How is this referee known to you?
Do you wish to be contacted before we approach this referee? Yes/No	Do you wish to be contacted before we approach this referee? Yes/No

Further information

Have you any unspent convictions:

If you answer yes, details will only be requested if you are invited to interview

How many days sickness absence have you had over the last two years:

Declaration

I declare that all the information I have given on this application form is true to the best of my knowledge and belief. I understand that I may be dismissed if I have given false information or not given relevant details. I give my consent to The Corn Exchange recording and processing my personal information in line with the Data Protection Act 1998 and other legislative provisions.

Signed: _____ Date: _____

