

## Operations & Marketing Assistant

**An exciting and varied hands-on role for someone starting a career in events and the cultural sector.**

- **Hours:** 32 hours per week, generally worked over five days between Tuesday to Saturday 9am - 5.30pm with occasional evenings for which you will be given time off in lieu that week. (All staff are required to take three days' annual leave between Christmas and New Year.)
- **Contract:** One-year fixed contract. The role will be reviewed at this point.
- **Salary:** £19,036 (£23,795 full time equivalent)
- **Benefits:** Discounted food and drink, free and discounted tickets, employee welfare programme.

### The Role

You will be involved in all aspects of day-to-day operations – from setting up for events, marketing, customer service, hospitality and venue administration. Please note the role will involve some manual handling (helping to move chairs, equipment and using ladders) for which you will receive training.

We are looking for a motivated, enthusiastic person with a good standard of written English. (Shortlisted applicants will be required to complete a writing test.) Applicants will be keen to develop new skills and open to learning from feedback. You will enjoy variety in your work - this is not a routine job and every week will be different.

The Horton is run by a registered charity working to offer high-quality creative and cultural experiences to the general public and to promote the heritage of the site. We are committed to being an inclusive venue and to promoting diversity.

## Job Description

### Visitor Experience

- Offering a friendly and helpful welcome to all visitors.
- Selling tickets and retail products on box office.
- Dealing with visitor enquires on box office and sharing with the appropriate team member.
- Ensuring that Front of House areas are tidy and well-presented.
- Supporting visitors with disability or access needs.

- Scanning tickets and acting as an event steward.
- Acting as car park marshal to ensure safe car parking during busy events.
- Maintaining an attractive display of retail merchandise.
- Working with The Horton's volunteers to deliver a great visitor experience.

### **Arts Programme Administration**

- Communicating with artists and agents to find out information required.
- Keeping programming documentation up to date.

### **Marketing**

- Setting-up shows events on the box office ticketing system Ticketsolve. (With training.)
- Adding events to The Horton's website and Facebook.
- Adding event listings to external websites.
- Creating designed emails on Mailchimp to send to The Horton's mailing list.
- Supporting the marketing manager in creating marketing content for social media channels.
- Designing signage and flyers in Canva (with training).
- Keeping marketing show checklists updated.
- Ensuring appropriate marketing materials are on display and regularly restocked.

### **Operations**

- Checking deliveries and ensuring warranties and instructions are scanned or stored.
- Helping to set up display boards for exhibitions.
- Setting up chairs, tables and equipment for events and activities and put them away.
- Ensuring spaces are clean and tidy after events and workshops.
- Keeping toilets stocked with paper and soap.
- Setting up the projector, basic sound and lighting (with training).

### **Hospitality**

- Supporting the café-bar during exceptionally busy periods – serving customers and clearing tables.
- Setting up spaces for private hire events.

### **Other duties**

- Maintaining a full awareness of the history of The Horton and its heritage.
- Being a proactive member of the Team including working with other colleagues in providing operational support across the organisation, as required.
- Acting generally as a representative and ambassador of The Horton.
- Abiding by The Horton's policies and procedures
- Upholding The Horton's values of tolerance, including everyone, and welcoming diversity.

- Work with The Horton team to ensure an excellent experience for all visitors.
- Attend personal development and training, as required.
- Undertake any other duties as reasonably required.

## Person Specification

### You'll need:

- A bachelor's degree or other qualification where you have demonstrated the ability to write well
- Knowledge of Microsoft Word
- Excellent spelling, grammar and accuracy
- A good eye for detail
- Understanding of posting on social media channels
- Interest in the creative arts and heritage
- A warm and friendly manner
- Confidence in talking to members of the public of all ages and backgrounds
- Good organisational skills
- The ability to quickly switch between different areas of work
- A can-do, positive approach whatever the task at hand
- Ability to move heavy items and technical equipment safely (with training).
- A problem-solving mindset

### Nice to have

- Knowledge of the local area
- Digital design skills
- Understanding of the history of The Horton and Epsom's Hospital Cluster
- Experience in customer service
- Experience of volunteering or working with volunteers

## To Apply

Please send your CV and a covering letter to: [admin@thehortonepsom.org](mailto:admin@thehortonepsom.org)

Your cover letter should set out why you have applied for this exciting opportunity and what qualities and skills you feel you'll bring to the role.

Both the CV and Cover Letter should be emailed as attachments labelled with your name. Please only apply for this position if you are eligible to live and work in the UK.

**Closing date: Sunday 3<sup>rd</sup> November (midnight)**