

ARC

Stockton Arts Centre



Creative Learning Assistant

**Application Pack
January 2022**

Introduction

Hello

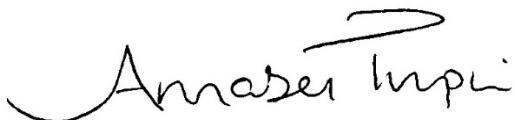
Firstly, thank you for taking the time to look at this application pack. We hope it contains all the information you need to help you decide whether to apply. There are opportunities to find out more and ask questions, which you can read about below.

ARC is a fantastic place to work, but you don't have to take my word for it. You can hear other staff talking about working here in these [short videos](#).

We offer a flexible and supportive working environment, value experience as well as skills and qualifications and work to ensure everyone in the organisation is aware of our equality and diversity commitments. We want to support all staff to fulfil their potential and enjoy a happy and healthy workplace.

We hope you decide to join us.

Best wishes



Annabel Turpin
Chief Executive & Artistic Director



ARC's Creative Programme Department

It's my job to manage the Creative Programme team, and I am looking forward to having a new member of staff.

Our role is to book shows, events and activities for the communities in Stockton, we do this by asking local people what they want to see, do and what's important to them. We have seven team members which you can see on the staffing structure below.

If you decide to apply and are appointed, I'll be there to help you settle in. The first couple of weeks will involve finding out how ARC works, getting to know other staff and learning about our systems and procedures. It's also a chance to get to know each other, so I can find out how best to support you in your role.

If you have any questions, I'll be running a question and answer session before the application deadline. You can read more about this below.

I hope you decide to apply and look forward to reading your application.



Chloe Lawrence
Programmes Manager



More about ARC



ARC is a charity that uses arts and cultural activity to support our local community.

We work locally, in Stockton and the Tees Valley, and nationally, through our leadership of networks and partnerships.

We have events and activities going on all year round for everyone. These include live performances, film screenings, workshops and classes. We are particularly keen that people who might feel that the arts isn't for them are able to take part.

Our work brings people together so we can all better understand and enjoy the world and experience new ideas.

We invite lots of different artists to spend time creating new work at ARC, working with local people, to make sure that what we present is relevant to Stockton.

We want to make a positive difference to our local community. We are always interested in working with new people.

Vision

We believe the world is a better place when people understand each other.

We recognise that the world is dominated by the stories, views and ideas of a very small group of people. ARC uses arts and cultural activity to support different people to share their stories and ensure they are heard.

This creates better connections across communities which support people to raise their aspirations, achieve their potential and enhance their experience of the world.

Mission

ARC is an organisation working from its venue to enhance the wellbeing of the whole community of Stockton and the Tees Valley, through arts and creative activity, through widening opportunities to experience and participate in the arts, and through partnership with other organisations.



Aims

1. To make an important contribution to the social and economic regeneration of Stockton and the Tees Valley
2. To present an outstanding creative programme that is contemporary and relevant to our communities
3. To increase the number and range of people engaging with ARC
4. To support and develop artists and creative practitioners to create excellent work relevant to our communities
5. To support and develop a cultural workforce to support our ambitions
6. To realise the creative potential of our local communities
7. To increase our financial and organisational resilience and ability to adapt to economic, environmental and societal change
8. To act as a catalyst for partnership and collaboration between public, private and voluntary sector organisations
9. To act as a national and international leader in organisational sustainability, sector development, artistic practice and social impact

Working at ARC

This is what you can expect if you come and work at ARC:

- A structured induction programme
- Regular one to one meetings with your line manager
- An annual performance appraisal
- Annual leave and sick pay in line with the terms of your contract
- Salary payments direct to your bank account on 25th of each month
- Free tickets to films and shows at ARC
- A 20% discount on food at No 60, ARC's café bar
- Access to a kettle, fridge and microwave to prepare your own food and drinks
- Annual health and safety, safeguarding and equality training
- Access to a Cycle to Work scheme (<https://www.cyclescheme.co.uk/>)
- An option to join ARC's pension scheme (<https://www.nestpensions.org.uk/schemeweb/nest.html>) – this offers you the chance to save for the future by paying in 5% of your salary, matched by 3% paid by ARC

For office-based jobs, we operate a flexi-time scheme where you are expected to be in the office between the core hours of 10am-4pm, but can choose when to work your remaining hours. For operational staff, rotas are planned in advance and reasonable requests for non-working days are accommodated whenever possible.

Working from home is permitted on an occasional basis by agreement with your line manager.



Opportunities to find out more

If you are interested in applying and would like to find out more about the job and/or working at ARC:

- You can email questions about the job directly to Chloe at chloe.lawrence@arconline.co.uk or about the recruitment process to recruitment@arconline.co.uk
- Join the question and answer session with Chloe on Tue 18 Jan at 6pm on Zoom – there's no need to register, just join here: <https://us06web.zoom.us/j/84665248039?pwd=d1IGSWkwbnAvaXdyT1Ayc1I3SjNDdz09> It will be held in webinar view so other people will not be able to see or hear you
- Call in to ARC during our opening hours, have a look round, and say hello to our Box Office and No 60 staff – you don't need to have a ticket or buy a drink. You can see the opening hours here: <https://arconline.co.uk/visit-arc/>

- Find lots more information about ARC and our programme of events and activities on our website: www.arconline.co.uk

Job Description

Job title:	Creative Learning Assistant
Department:	Creative Programme

Contract type:	Permanent
Salary:	£16,216 per annum
Hours:	35 hours per week, some requirement to working evenings and Saturdays
Holiday entitlement:	28 days per annum including bank holidays
Based at:	ARC, Stockton on Tees

Reporting to:	Programmes Manager
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Job Purpose

The Creative Learning Assistant's role is to make sure that everyone who takes part in creative learning activities at ARC has a positive experience.

They will help deliver an exciting programme of creative workshops, classes and projects for people of all ages and backgrounds. This will involve advance planning, good record-keeping and effective communication.

The role also involves making people welcome at ARC. The Assistant will meet participants and support them to take part in activities, as well as serving in the Box Office, selling tickets and answering enquiries.

Key Duties

1. Undertake a range of administrative tasks for the Creative Programme department, including booking rooms, recording information about participants, creating and maintaining registers, preparing contracts, processing invoices and organising rooms and equipment needed for activities.
2. Communicate by phone, email and in person with creative practitioners, parents/carers and participants about creative learning activities.
3. Provide support during creative learning sessions, taking registers, capturing participant information, gathering feedback and ensure everything runs smoothly.
4. Work as a member of the Box Office team, acting as the first point of contact for all visitors to ARC, selling tickets and providing information about our programme of events and activities.
5. To understand and work within ARC's Safeguarding Policy at all times to ensure the safety of all participants, staff and practitioners.
6. Work with other Creative Programme staff to research and develop new creative learning activities.
7. Work closely with the Marketing team to support the promotion of creative learning activity.

8. To read and work within ARC's policies and procedures, including the Staff Handbook, Health and Safety Policy, Equality Policy and General Data Protection Regulation.
9. To undertake any training as required by ARC, including learning to use Spektrix (ARC's Box Office system) and YesPlan (ARC's event management system).
10. To act as a full team member within the department and contribute to the life of the organisation as a whole.
11. Any other duties as may be required as part of the Creative Learning Assistant's role.

Person Specification

Essential

1.	Good administration skills – able to enter and manage data and information accurately and retrieve information quickly when needed
2.	Good written and verbal communication skills - able to write emails and letters, confident using the phone and speaking to people of all ages and backgrounds
3.	Able to plan and prioritise tasks and manage time in order to meet deadlines
4.	A positive outlook towards problem solving and meeting challenges as they arise
5.	Experience of using Microsoft Office Outlook, Word and Excel
6.	Able to work without supervision and as a team player, willing to support the work of others throughout the organisation
7.	Adaptable and flexible in your approach to work
8.	Committed to encouraging people to take part in creative activity
9.	An interest in arts and culture, and a desire to learn more
10.	Able to travel around Stockton and the Tees Valley to visit events and activities as part of the role

Desirable

11.	Experience of working in a customer-facing role
12.	Experience of working with community groups, including children and young people and older people
13.	Knowledge of arts and creative activities

Staffing Structure



Chief Executive and Artistic Director

Operations Director and Deputy Chief Executive

Projects Manager

Technical

Technical Manager
Deputy Technical Manager
Technicians x 2
Housekeepers x 2
Maintenance Technician

Finance

Finance and HR Manager
Finance Assistant
Cashier

Front of House

Customer Service Manager
Front of House Assistants

Creative Programme

Programmes Manager
Producer
Creative Learning Producer
Community Programme Coordinator
Young People's Programme Coordinator
Assistant Producer
Creative Learning Assistant

No 60

Catering Manager
Cafe Bar Assistant
Cafe Bar Assistant

Marketing

Marketing Manager
Deputy Marketing Manager
Marketing Officer
Marketing Assistants x 3

Box Office

Sales & Events Manager
Senior Box Office Assistant
Box Office Assistants x 3

To view our full list of staff members, visit our website [here](#).

How to apply

If you would like to apply for the job, please complete an application form which you can download here [ARC Application Form 2021.doc](#)

The form asks for some standard information about your education and work experience, as well as a statement about why you are interested in the role and how your skills and experience would help you undertake the duties outlined in the job description. Please don't forget you can draw on personal and voluntary experience as well as work experience – many of the skills we are looking for are gained through our family and social lives, not just in professional settings.

Please don't forget to tell us why you want this job. We are looking for people who are passionate and motivated so it really helps to understand what aspects of the job you are interested and excited about.

As part of the form it will ask you to fill out an Equality Monitoring survey – please make sure you do this as well. [Equality Monitoring survey](#)

Once completed, please send your application form to recruitment@arconline.co.uk by the deadline below.

Timescale

The deadline for applications is 10am on Mon 31 Jan 2022.

We will acknowledge safe receipt of your application by email.

We will be in touch with people selected for interview by Fri 4 Feb 2022.

If we haven't been in touch by this date, it is likely that you have not been selected for interview. Please note that we don't contact unsuccessful applicants until the recruitment process is complete and have appointed a candidate.

Interviews will be held at ARC on Fri 11 Feb 2022 – please let us know when you send your application if you would not be able to attend an interview on this date.

Unsuccessful applicants will be notified by Fri 25 Feb 2022.

Access requirements

If you have any access requirements in terms of submitting an application or attending an interview, please let us know. We aim to meet everyone's access requirements.

If you need to submit your application in a different format (eg as a video or audio file or as a hard copy), please let us know in advance so we can look out for it.

Selection Process

Shortlisting

Once the application deadline has passed, all applications will be read by a recruitment panel which typically consists of three people - the line manager for the role and two colleagues, although sometimes external advisors are involved.

Applications are considered alongside the person specification, with those that demonstrate the best fit in terms of skills, experience and motivations for applying selected for interview.

Interviews

Interviews are generally held in person at ARC. You will be given details in advance but usually you will be invited to have a tour of the building, to do a practical or written task (depending on the nature of the job) and then to meet with the interview panel for 30-45mins. All candidates are asked the same set of questions, which are shared in advance. You will be given the opportunity to ask questions during the interview, although please don't feel that you have to. The purpose of the interview is for us to get to know you, and vice versa so we always see it as a two way process – it is an opportunity for you to decide whether working at ARC is right for you as well as for us to see whether you would be a good fit for the job.

Informing you of our decision

We generally let people know the outcome of the process by email as soon after the interview as possible but usually within a week.

Data Protection

We are required to have a Candidate Privacy Policy to allow us to inform potential candidates of how ARC will collect, store and process their personal data submitted as part of the application process.

ARC will collect, store and process all data submitted as part of the recruitment process for this post in accordance with its responsibilities as the data controller as defined by the General Data Protection Regulation (GDPR).

The length of time that ARC retains submitted applications will depend on which stage of the recruitment process the candidate reaches.

- For candidates who are unsuccessful at the first stage ARC will retain submitted applications for the duration of the recruitment period of the named post.
- For candidates who attend an interview but are unsuccessful at this stage ARC will retain applications for a period of six months from the date that the candidate is informed that they have been unsuccessful.
- For successful candidates ARC will retain applications as part of their HR record in accordance with the terms set out in ARC's staff privacy policy.

ARC collects and stores this information on the basis of legitimate interest as defined by the GDPR in order to be able to demonstrate that it operates a fair and transparent recruitment process in the event that a dispute arises.

ARC will retain submitted equality and diversity monitoring information indefinitely. This data is held as part of an anonymous record which ARC uses to monitor equality and diversity information about applications for advertised vacancies on a regular basis. ARC collects and stores this information on the basis of legitimate interest as defined by the GDPR.

Candidates can object to ARC's processing of their data at any time. If you would like to submit an objection please contact recruitment@arconline.co.uk. ARC will respond to all objection requests within one calendar month as required by the GDPR.