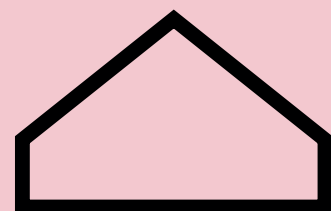


[www.the-ropewalk.co.uk](http://www.the-ropewalk.co.uk)

## **RECRUITMENT PACK**

Receptionist and Facility Hire Co-ordinator



**THE ROPEWALK**





# THE ROPEWALK

The Ropewalk is a regionally acclaimed centre for the arts housing galleries, Sculpture Garden, Coffee Shop, and Ropery Hall – a venue for live music, theatre and cinema within a Grade II listed former rope factory. Other facilities include: a printmaking workshop; artists' studios and meeting rooms available for outside lets



## Our Creative Vision

**The Ropewalk is an organisation that:**

- Creates a gateway to artistic and cultural experiences that enrich lives.
- Deepens relationships between artists and audiences.
- Nurtures and celebrates artists
- Reflects the diversity of our local community and provides platforms for showcasing work from diverse artists, supporting the Creative Case.
- Provides workspace and employment opportunities within the creative sector
- Has a responsible business model that supports our creative vision
- Is the creative community hub in Barton and the wider region.

# Job Title: Receptionist and Facility Hire Co-ordinator

Start Date: September 2023

Hourly Rate: £10.78

Hours: 28p/w Tuesday – Friday 08:30 – 15:30

Deadline for applicants: 25th August 2023

Interviews to take place week commencing 28th August 2023

---

## Job Description

- To act as the first point of contact for customers, deal with enquiries and direct calls to the relevant member of the team.
- Prioritise work to ensure that the customer always comes first and to meet deadlines.
- Ensure the building kitchens are well stocked and tidy.
- Telephone answering and message taking including ticket bookings of Ropery Hall events and art & craft workshops. Full details of any bookings to be recorded and communicated to relevant members of the team.
- Keep tenants' and artists' contracts and supporting documents up to date and issue new contracts when necessary. Maintain a clear and organised filing system of tenants' paperwork.
- Be the first point of contact for the tenants' questions and queries.
- To update and maintain the booking system for meeting rooms and prepare the sheets for the weekly staff meetings.
- Prepare rooms prior to meetings liaising with cleaning and caretaking staff with comprehensive details of room layout and meeting signage.
- Ensure rooms are left clean and tidy following meetings.
- Organise refreshments for meetings. Keeping provisions fully stocked and in date. Liaise with kitchen regarding buffets and other meals. Work with the Coffee Shop team to make sure buffets are ready for events, displayed in an attractive manner and cleared away in a timely fashion.
- Invoice customers for meetings and manage outstanding invoices by phone or email.
- Invoice tenants quarterly for photocopying usage.
- General housekeeping of the Fathom Works section of The Ropewalk and keeping areas clean and tidy in accordance with Health and Safety requirements.
- Stock control and ordering of cleaning supplies for the building.
- Carry out monthly First Aid box checks and order supplies when required.
- Keeping poster boards up to date and re-stocking leaflet racks.
- Distribute post to tenants and take daily post to the post box.
- Weekly fire alarm testing with the Fire Officer.
- Correspond with Ropewalk Friends and Patrons and maintain the membership scheme.
- Update mailing lists and organise magazine distribution once a quarter.
- Update gallery buyers' list.
- Lunch and meeting cover for the Craft Gallery.
- General administrative duties.

## **Qualifications**

- Relevant experience is desirable and any applicants must be able to provide evidence of experience in a similar role and have administration or customer service-related qualifications.

## **FURTHER DETAILS**

- The role is a current role. Training will be provided in house and we are hoping to fill the position with the start date 5th September 2023
- This position will suit a motivated, independent, organised person who has a can-do attitude and good customer service and communication skills. If you would like to join our small busy team in this centre of culture in Barton upon Humber then we would like to hear from you.
- Applications must include a CV and a covering letter explaining why you are interested in the position and what you can bring to the role.

## **Commitment to Equity, Diversity, and Inclusion**

We believe that equity, diversity, and inclusion are essential to fulfilling our mission. We want to inspire and nurture the human spirit, and we value the perspectives and contributions of all people. The Ropewalk is committed to being a community that welcomes and respects everyone regardless of age, ability, ethnicity, race, religion, philosophical or political beliefs, sexual orientation, gender identity or expression, nationality, geographic origin, and socio-economic status. We are committed to providing an environment free of discrimination.





The Ropewalk, Maltkiln Road, Barton upon Humber, North Lincolnshire. DN18 5JT.  
01652 660380 [www.the-ropewalk.co.uk](http://www.the-ropewalk.co.uk)