

LOOE HARBOUR COMMISSIONERS

Registered as a Charity no 291498

Vat no 144 3447 77



SUMMARY:

Position: Venue Assistant – Heritage Centre and Coffee Shop
Seasonal short-term fixed Contract

Employer: Looe Harbour Commissioners

Rate of Pay: £8.00 – 8.91 per hour
Rate dependent on age and experience

Hours: 17th May* or 21st June* – 5th September 2021
Training and pre-opening work: in venue, offsite and online (min 18 hours)
3 or 4 days per week 9.30am – 4.30pm in term time and 4 or 5 days per week
9.30am – 5.30pm in school summer holidays, with 45 minute lunch break.
(18.75-36.25 hours per week variable)
(*Dates may be amended if the Government Roadmap Step 3 or Step 4 dates
change)
Additional hours to cover sickness or holidays of other staff team members.
Weekend or Bank Holiday working will be required. The Commissioners will
consider at the end of August whether to extend contracts to the end of
September 2021.

Location: Heritage Centre, The Old Sardine Factory, West Looe, Cornwall

Closing date: Monday 31st May, 2021

Background:

The Heritage Centre and its Coffee Shop are owned and operated by Looe Harbour Commissioners and are part of The Old Sardine Factory, which is a multi-purpose venue that opened in July 2018. The original 19th century sardine factory was re-built in a multi-million pound project giving it a new layout to benefit the wider community. In addition to the Heritage Centre and the Coffee Shop, the building also hosts a Climbing Wall (ground floor) and a Restaurant (1st floor) which are leased to and managed by separate organisations, plus some Fishermen's stores (3rd floor).

The Heritage Centre is an educational visitor attraction and charity which aims to inform and educate about the history of the building and the rich maritime history of Looe, the Harbour, river, bridges and its fisherfolk.

The Coffee Shop has previously been managed by the Restaurant, but from May 2021 will be managed by the Commissioners as an additional income stream to support the work of the Heritage Centre.

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The Heritage Centre and Coffee Shop will usually open seasonally from March to October each year. Due to Government Covid guidance restrictions, these dates have been amended for 2021. As an indoor visitor attraction, the earliest the venue can re-open is 17th May, in accordance with current Government Roadmap guidelines. The Heritage Centre and Coffee Shop will re-open from Wednesday 26th May 2021.

Job Description:

The position is as a seasonal member of the team to take an active role in the delivery of the Heritage Centre's high quality visitor experience.

This post is part of the Heritage Centre team. In addition to the Venue Operations Manager and Venue Supervisor, this will include 2 part-time Venue Assistant team members from May – late June and 3 part-time Venue Assistant team members from late June – early September.

The Venue Assistant – Heritage Centre and Coffee Shop will be required to work either in the Coffee Shop or in the Heritage Centre on a rota basis.

The post will report directly to the Venue Operations Manager but day-to-day supervision may be undertaken by the Duty Manager.

Key tasks of this post being:

- Ensure the Heritage Centre and Coffee Shop deliver excellent customer service and the best possible visitor experience
- Efficient preparation of food, service to customers and maintenance of kitchen servery hygiene (Level 2 Food Hygiene training will be provided if required)
- Assistance with delivery of Heritage Centre Family Activity Workshops and Guided Tours (training will be provided)
- Help with the preparation of materials for Heritage Centre's school holiday craft Family Activity Workshops
- To be an enthusiastic, welcoming and helpful Front of House team member whilst delivering a variety of customer facing general Venue tasks – ticket selling, venue information, merchandise sales, general Looe tourist information
- To assist with external relations – particularly leaflet distribution and social media marketing
- To assist with day-to-day cleaning procedures and equipment set-up for the venue

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Key Skills:	Essential	Desirable
Ability to work as part of a small team	✓	
Good verbal communication skills, welcoming manner and confidence talking to the public	✓	
Experience working in catering and hospitality		✓
Ability and interest to learn about the history of Looe Harbour and familiarisation with the current working Harbour and to share this with visitors		✓
A creative interest in delivering the school holiday workshop programme	✓	
Experience working with young children and families	✓	
IT skills		✓
Undertake moderate physical tasks such as moving of displays, stock, signage and venue equipment, plus cleaning	✓	