

LOOE HARBOUR COMMISSIONERS

Registered as a Charity no 291498

Vat no 144 3447 77



SUMMARY:

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

Employer: Looe Harbour Commissioners

Rate of Pay: £8.00- £9.13 per hour
Rate dependent on age and experience

Hours: 21st June* – 5th September 2021
Training and pre-start date work: in venue, offsite and online (min 12 hours)

2-3 days per week 9.30am – 4.30pm in term time and 3 days per week 9.30am – 5.30pm in school summer holidays, with 45 minute lunch break. (13-21.75 hours per week). There may be flexibility to work half days.

(*Date may be amended if the Government Roadmap Step 3 changes)
Additional hours to cover sickness or holidays of other staff team members and weekend or Bank Holiday working may 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 could 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 1 part-time Venue Assistant team member from May – late June and 3 part-time Venue Assistant team members from late June – early September.

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

This role will be required to take a key lead in creating and delivering the popular school holiday crafts workshop programme. With time and after training, we are looking for someone with an interest in Looe Harbour's history who could wish to learn to deliver our Heritage Centre Tours.

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:

- Opening and Closing of the venue to the Public whilst on duty
- 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)
- Delivery of Heritage Centre Events – Family Activity Workshops (and in time Heritage Tours)
- Creative development of the Heritage Centre Family Activity Workshops
- Day-to-day preparation of craft materials in co-operation with the other Venue Assistants
- 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 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/or hospitality	✓	
Knowledge of the history of Looe Harbour and familiarisation with the current working Harbour to share this with visitors		✓
A creative interest in delivering the Family Activity craft workshops 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	✓	