



**ASSISTANT
MANAGER**

ART HOSTEL

EAST ST ARTS

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Cover letter

Hello,

We are so pleased that you are interested in this post. If you don't already know us - East Street Arts are a creative social enterprise and charity. We create space for making art, social events and learning opportunities to make our cities better places to live and work.

Our work can be seen on buildings, the high street and in neighbourhoods. We are here to support artists as we believe they have the talent, energy, ideas and determination to change our worlds.

Founded by two artists 29 years ago, we continue to be led by Karen Watson and Jon Wakeman as Artistic Directors. The team is made up of over 30 staff members and freelancers working across a diverse range of programmes and projects.

The Art Hostel is a unique venture, located in Leeds city centre; Leeds' first ever social enterprise Art Hostel. It has harnessed the talents and imagination of artistic practitioners to welcome audiences from all over the world to be hosted in a very different & culturally engaged way.

We encourage applications from those with less visibility in the arts. And specifically welcome applications from LGBTQIA+, Disabled and Black, Asian and Minority Ethnic candidates. Self-definition is at the sole discretion of the applicant.

We are happy to make reasonable adjustments to our recruitment process, interviews and of course the way we work and our workplace to adapt to the needs of any employee experiencing access barriers. If you're interested in this role, but aren't sure if it is for you, you are welcome to contact us for an informal conversation. We can tell you a bit about what it is like to work here, and you can ask any questions you need to before committing to applying. We are trying to make our application process as open and accessible as possible, so if you have any feedback we would love to hear it.

If you wish to discuss the role and how it may suit you, please contact the Art Hostel General manager Rhian Aitken: rhian.aitken@esamail.org.uk. Otherwise, read on and apply! We can't wait to hear from you.

“The Art Hostel welcomes audiences from all over the world to be hosted in a very different & culturally engaged way.”

Role Overview

The Art Hostel is a pioneering and unique venue with a new and permanent home in Mabgate, in Leeds city centre; it is now twice the size of the previous incarnation and is once again able to welcome audiences old & new to stay with us and engage in a new cultural experience.

The Art Hostel Assistant Manager will work closely with the Hospitality Lead/ Art Hostel Manager on all things Art Hostel; advising on and implementing the smooth running of its operations, systems, marketing and customer care, amongst the other day to day duties involved with running a large venue with care. You will lead on these responsibilities in the absence of the Art Hostel Manager.

You will be working with a small team of staff and volunteers to keep the Art Hostel up and running to our high standards, supporting all day-to-day activities related to managing the Art Hostel in a very 'hands on' way and building on our already established reputation and the Art Hostels' popularity as a destination.

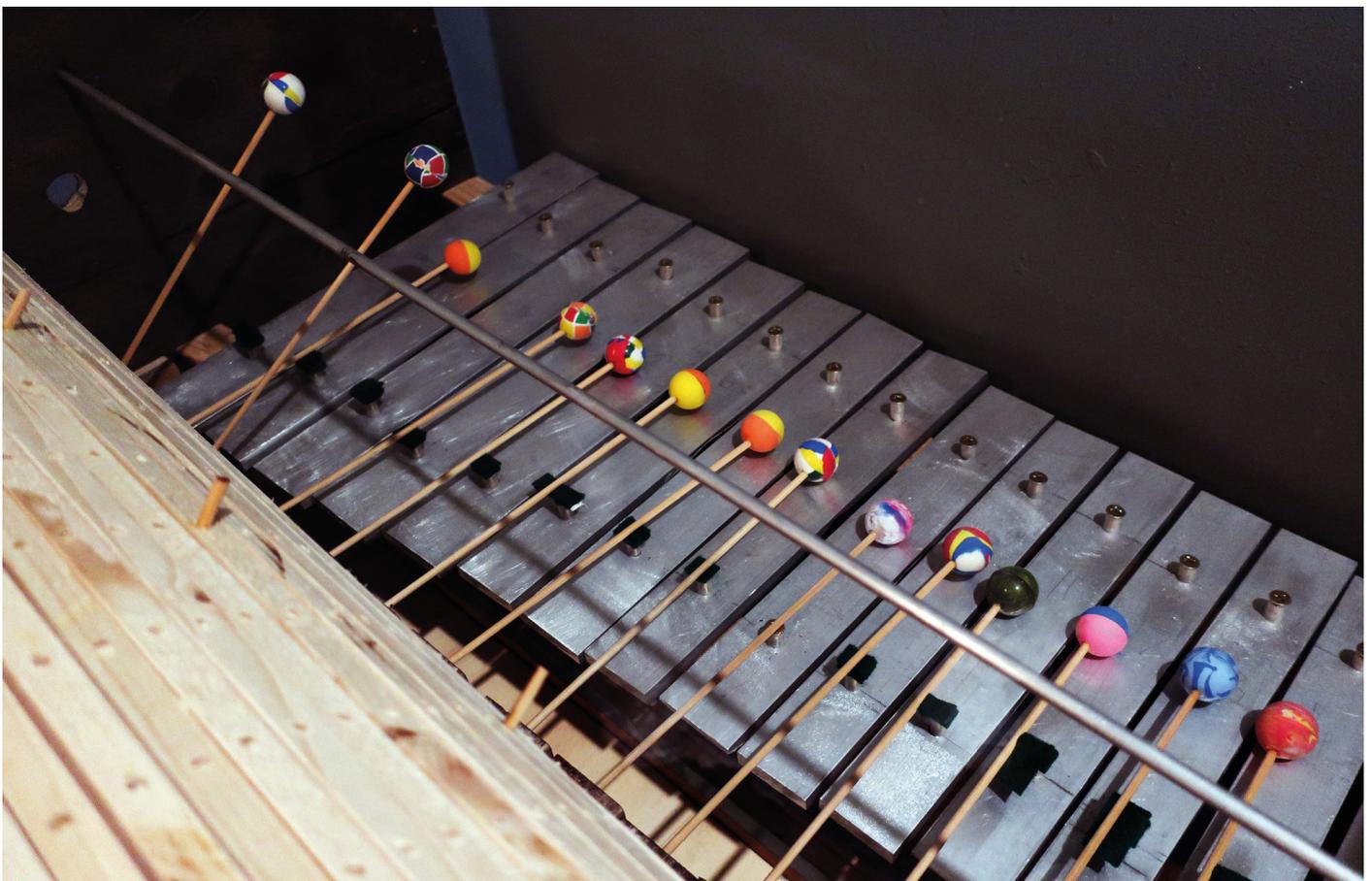
Duties include achieving excellent standards of customer service, supervising booking systems & other administration, staff line-management, training and rotas, ensuring well ordered internal operations, including laundry and other deliveries, and helping to promote this new venture and make it a continuing great success. Through operational excellence, your team will ensure all guests leave satisfied and happy, having had the best experience possible staying with us.





Key Responsibilities

- Assisting the Art Hostel Manager in the implementation & execution of procedures and systems, ensuring compliance with legislative and company requirements, particularly those concerned with health and safety and security of the building.
- Working with the team to ensure the building is still COVID-19 safe for visitors & staff and ensuring the highest health and safety standards.
- Ensuring all customer service needs are met to our exacting standards, and acting as a welcoming first point of contact for booking enquiries and guests.
- Upholding our rigorous standards of housekeeping, cleaning and maintenance, including assisting staff to complete these duties, plus leading on completion of cleaning rotas, stocktakes & ordering consumables.
- Assisting with all administrative tasks that are associated with the running of the Art Hostel including financial & administration tasks, and supporting the Art Hostel Manager to ensure all targets & standards are reached.
- Assisting our Duty Supervisor with recruiting, supervising, training and working with both our local volunteer team and our live-in volunteers.
- Supporting with general marketing & leading on the social media output.
- Managing any catering & events needs.
- Helping with developing and maintaining partnerships & positive relationships with our stakeholders, including artists, funders and partners within the arts and independent business communities.
- Generally assisting the Manager with the smooth and successful daily operations of the Art Hostel & leading the team in their absence.





Terms of Employment

Reporting to: The Art Hostel Manager/ East Street Arts Hospitality Lead.

Working with/ Supporting: The Art Hostel Duty Supervisor, our Hospitality Assistants & Volunteer team members.

Salary: £21,000 to £23,000

The role is offered on a full time basis (37.5 hours per week) & will require evening and weekend working over three shift types; Early Shift 8am to 4pm, Swing Shift 10am to 6pm & Late Shift 3pm to 11pm. Other flexibility can be offered where needed. This will be assessed on a case by case basis and reasonable adjustments will be made.

Full time annual leave is 25 days in addition to 8 bank holidays. Probation period: 6 months, with a review after 3 months, then annually thereafter. Notice period: 1 month

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We are trying to make our application process as open and accessible as possible, so if you have any feedback we would love to hear it.

How to apply

Submitting an application

Please send a cover letter, a copy of your CV, and a completed equal opportunities form (this can be downloaded from our website) to: rosena.stevens@esamail.org.uk

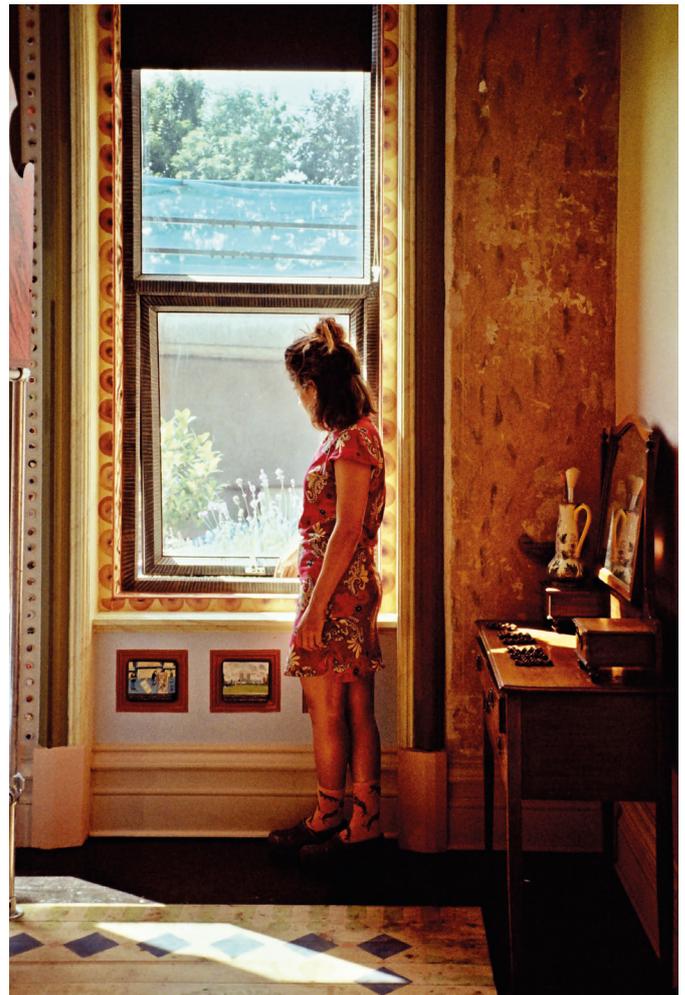
Please do take a read through this job pack and contact us if anything is unclear or if you need support in making your application.

If you would prefer to make an application by video or voice recording, it should be no longer than 5 minutes and provided as a google link.

In the video, please tell us:

- Your name, postal address, phone number and email address
- Why are you interested in this role and contributing to the work of East Street Arts?
- What skills, knowledge and experiences do you have that are relevant to the role?
- Your top three professional achievements and why you're proud of them?

We do offer all of our team members training, mentoring, networking and other support – so if there are areas of the job you're not completely confident with, let us know and we can work out ways of supporting you better.



EAST ST ARTS

making space for artists

registered charity 1077401

eaststreetarts.org.uk

arthostel.org.uk

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