

JOB DESCRIPTION

Job Title	Engagement Officer
Reporting to	General Manager
Job location	Anteros Arts Foundation
Hours of work	15 hours/week
Contract Type	Part Time

Job Purpose

The Engagement Officer supports the opening of the building to the public by working on reception, is responsible for marketing our work and activities to maximize engagement and uptake, as well as delivering a programme of music events and children's activities to maximize income and engagement opportunities. The role has responsibility for volunteer supervision as well as being a delegated point of contact for Anteros when the General Manager is off.

Main Duties

Work on Reception

Work in reception welcoming visitors and promoting Anteros' courses and exhibitions.

Act as a point of contact for all inquiries from visitors, artists, studio holders, tutors and the Merchant's House Café, including answering the reception phone.

Promote art and retail sales by keeping the shop space stocked up, ensuring all items are priced and well displayed, and encouraging visitors into the shop.

Responsible for taking cash and card payments.

Responsible for keeping the Reception area clean, tidy and up to date.

Marketing

Maintain the Anteros website and social media accounts. Create and share content maximising our SEO and engagement with existing and new audiences.

Responsible for maintaining online listings including google business, trip advisor, edp24, art rabbit, outline etc and seeking out new ones.

Ensure all exhibitions, classes and events are promoted in a timely manner.

Responsible for producing the monthly newsletter.

	<p>Evaluate our marketing efforts, maintain records of our activity and identify opportunities for improvement.</p> <p>Responsible for upholding the Anteros brand and ensuring consistency across all our print and digital platforms, training staff and volunteers as needed.</p> <p>Music Events Responsible for finding artists and booking in a calendar of music events to maximize income, following health and safety policies and ensuring the events fit with the Anteros ethos.</p> <p>Ensure all events are evaluated and identify any opportunities for improvement</p> <p>Children's Workshops Responsible for booking in tutors to run workshops for children, ensuring all paperwork and risk assessments are completed, and class materials purchased.</p> <p>Responsible for ensuring all workshops are set up and taken down in a timely and professional manner.</p> <p>Ensure all workshops are evaluated and identify any opportunities for improvement</p> <p>Volunteer Supervision Supervise visitor welcome volunteers and volunteer technicians as necessary.</p> <p>Supporting General Manager Act as a point of contact for Anteros when the General Manager is off, including responding to enquires, working with contractors and acting on any emergency building maintenance issues.</p> <p>Health and Safety Follow all Anteros' policies and procedures and ensure all courses and gallery hires have signed risk assessments and comply with health and safety policies.</p>
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All post holders are responsible for	<p>Working to the policies of Anteros Arts Foundation</p> <p>Promoting equal opportunities and diversity within all aspects of their work</p> <p>Complying with health and safety Regulations</p> <p>Carrying out additional duties where appropriate which may be allocated from time to time by the General Manager</p>
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Person Specification	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of event management
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	<ul style="list-style-type: none"> • Experience of marketing including social media platforms, website management systems and creating posters • Experience of running children's workshops/events • Excellent organisational skills • Excellent interpersonal skills • Demonstrable written and oral communication skills • Demonstrable customer service experience • Demonstrable cash handling experience • Excellent IT skills (to include Word, Excel, Powerpoint, Outlook, Photoshop, InDesign, Wix and social media platforms) • Passion and respect for the arts, in particular fine art • Self-motivated and able to operate with minimal supervision • Experience of working in a team and independently <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of volunteer management • Experience of working for a charity or within the arts • Experience of managing health and safety at events e.g. risk assessments
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General	<p>Anteros Arts Foundation reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the business.</p> <p>The statements contained in this Job Description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all inclusive listing of work requirements. Individuals may perform other duties as assigned, including other functional areas to cover absences of relief, to equalise peak work periods or otherwise to balance the workload.</p> <p>Because of the nature of the work for which you are applying this post is exempt from the provisions of <i>Section 4(2) of the Rehabilitation of Offenders Act 1974</i>, by virtue of the <i>Rehabilitation of Offenders 1974 (exceptions) Order 1975</i> and the <i>Rehabilitation of Offenders Act 1974 (Exceptions) (Amendments) Order 1986</i>, the <i>Police Act 1997</i> as amended by <i>Part V of the Protection of Children Act 1999</i>.</p>
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