

BATTERSEA ARTS CENTRE

Scratch Hub Co-working Host APPLICANT INFORMATION PACK

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Introduction / How to Apply

Thank you for your interest in the role of Scratch Hub Co-working Host at Battersea Arts Centre (BAC). You will find information about the role and the person specification in the following pages. Before you fill out an online application form, please read the information included here.

Please use the online application form to apply. A link to the online application form can be found on the [Work With Us](#) page of our website. You will be required to upload your CV as part of the application form.

All applications must be submitted by **10am, Monday 16th August 2021**. Successful shortlisted applicants will be invited to attend an interview **week commencing 23rd August 2021**. Interviews will take place online via Zoom. We can provide a BSL interpreter if required.

If you would like further information, support with access requirements or an informal chat about the post please contact us by email at recruitment@bac.org.uk.

We look forward to receiving your application.

People Team
Battersea Arts Centre

About Battersea Art Centre

Battersea Arts Centre (BAC) is a hub for everyone's creativity. The organisation supports artists, young people and communities to inspire change through their creativity in many different ways - and this social purpose is at the heart of everything we do. Based in an iconic building with a radical history, our work revolves around an ambitious live programme of performance, heritage, events and creative and community projects. Projects developed at BAC can also be found out in our communities and tour across the UK and the world.

About the Scratch Hub

The [Scratch Hub](#) is a creative co-working space in the heart of BAC, providing meeting, work and social spaces with options for both fixed desks and hot desks. Membership of the Scratch Hub is open to anyone who wants to develop and grow their ideas. Our members include charities, start-ups, theatre companies, film companies, freelancers and remote workers.

A small number of memberships are offered free as fixed term funded places, however most members pay a monthly fee to access the Scratch Hub. Since the start of the Coronavirus pandemic in March 2020, the Scratch Hub has fluctuated between enforced closure and periods of opening. As we move into the next financial year we hope to expand membership back to pre-pandemic levels.

Project Working

BAC operates a project working structure, which means all of our strategic and creative activity takes place within projects. These projects are operated and supported by a set of teams, who bring their specialisms - from communications and technical to producing and finance - to each project. Project working is about working collaboratively and bringing out the best in all our staff. It's a structure that recognises people's specialism, creating a more dynamic set of teams across everything we do. The four Projects at BAC are:

- **Creative Activities:** creative Live & Digital activity and artist support
- **Creative Enterprises:** commercial events, catering, bars and the Scratch Hub
- **Creative People:** working with local communities, young people and national networks to support everyone to be creative
- **Creative Space:** managing the use and care of our building.

Each Project has a **Shaper**, who leads on strategy, planning and vision for the Project, and **Team Members**, who contribute their specialist knowledge, supporting the delivery of the Project. Each Project has a goal, a set of objectives and risks, and a budget. Each staff member might be in one Project or in many. This can change depending on the person's

development and the changing needs of the organisation. The Scratch Hub Co-working Host will work as part of the **Commercial Sales team** as:

- **Team Member** of Creative Enterprises

You or key members of your team may work across other projects for fixed-term periods, as required.

Working at Battersea Arts Centre

The Scratch Hub Co-working Host will be based in the Scratch Hub, which is an open-plan shared workspace on the ground floor of BAC, accessed at the rear of the building.

The role will involve interacting with Scratch Hub members and members of the public, in person, communicating with BAC staff and external companies via phone/video, email, and in person, and using a computer for several hours across the day.

BAC is wheelchair accessible throughout the building; there are accessible toilets and a mix of loud and quiet spaces. The nearest wheelchair accessible station is Clapham Junction and the route is 0.6 miles up a hill. There is a disabled parking bay on Theatre Street next to the building.

BAC is a busy organisation and has around 50 members of staff. All staff are offered a flexible management structure through a combination of line management, in-house coaching, and individual supporter and mentor options. Attending performances, events and being part of the creative life of the organisation is part of everyone's role at BAC.

The Role

Responsible to: Scratch Hub General Manager

We are looking for a friendly and engaging person with strong operational and administrative experience to manage the day-to-day running of the Scratch Hub.

Working closely with the Scratch Hub General Manager, you will be the first point of contact for users of the Scratch Hub, and will work to maintain the calm, smooth atmosphere of the space. You will maintain great relationships with the Scratch Hub's thriving community of members, and help this community to grow by supporting marketing activity and leading on new membership enquiries.

We want the Scratch Hub to be a home for a dynamic and diverse community of members with different skills, backgrounds, interests, and levels of expertise. The Scratch Hub Co-working Host will play a big part in setting the culture of the space, which should be friendly, collaborative, supportive and open to change, with a strong sense of community among members.

You will be a confident, enthusiastic person who is happy to work both administratively, at a desk, and to spend time moving around and looking after a space.

We are interested in applications from people from all walks of life. Perhaps you have worked as a Duty Manager or Front of House Manager and are looking for the next step, or have experience with memberships, co-working spaces, studios or arts administration. If you are people-centred and friendly, interested in the operational maintenance of a creative space, and you share a commitment to our values and purpose, we would like to hear from you.

The Scratch Hub Co-working Host is a part-time role, and we are looking for someone who can fulfill three shifts per week from 8.30am–4.30pm.

We particularly welcome applicants with lived experience of disability and people from groups that are currently under-represented in the arts sector.

A detailed outline of the tasks and responsibilities for this role, contractual terms & conditions and a person specification is outlined below.

Commercial Sales Team Member Responsibilities	<ul style="list-style-type: none"> • Work with the Scratch Hub General Manager and Head of Enterprises to make the Scratch Hub a friendly, collaborative, supportive and successful co-working space; • Manage relationships with internal BAC teams; • As required, undertake occasional special projects supporting your Shaper to deliver the project's objectives;
Core Responsibilities	<ul style="list-style-type: none"> • Be a key-holder for the Scratch Hub and open the space in the morning; • Ensure the space is warm and welcoming for all users, including managing tea, coffee and cleaning supplies, caring for plants and updating notices; • Ensure the space is tidy and safe for all members and guests, including troubleshooting immediate operational issues; • Book in meetings and events for both the BAC Scratch Hub team and for Scratch Hub members, setting up equipment and furniture; • Be the first point of call for member enquiries and support requests; • Set the tone of the space and maintain a calm working environment; • Monitor the checking in and out of members and guests; • Develop and maintain a programme of social events and activities for members, supported by the Scratch Hub General Manager; • Monitor, track and maintain member engagement with the Scratch Hub's skills-sharing system, the 'Time Bank'; • Proactively engage with members, keeping up-to-date with their projects and forging new connections between them.
Sales and Membership Activity	<ul style="list-style-type: none"> • Follow up and log new membership enquiries, proactively monitor existing enquiries, and develop and maintain dialogue with potential new members; • Give tours and information to potential Scratch Hub members; • Manage the Scratch Hub social media accounts, making regular posts and updates, supported by BAC's Comms team; • Manage the administration of internal trackers, monitoring and evaluating where improvements can be made, as well as feeding into the wider KPI reporting process, as required; • Manage and maintain relationships with third party workspace platforms and external partners.
Health & Safety	<ul style="list-style-type: none"> • Carry out Health & Safety inductions for members; • Act as the designated responsible person for the evacuation of the Scratch Hub in case of a fire alarm; • Act as the designated First Aider for the Scratch Hub (First Aid training will be provided); • Ensure all Health & Safety procedures are adhered to, reporting any accidents or near misses.

Team Development	<ul style="list-style-type: none"> • Ensure all services are delivered to a high quality and upholds BAC's purpose and values; • Undertake training and mentoring opportunities to support your professional development.
Support & Impact	<ul style="list-style-type: none"> • Work in accordance with BAC's Code of Conduct and other policies, such as Safeguarding, Health & Safety, Environmental and Access & Equality; • Consider ways to limit BAC's carbon footprint in all areas of your work; • Undertake any other duties as reasonably required by the leadership of BAC.

Terms & Conditions

Salary: £21,000 per annum, pro rata (£12,600 gross per annum)

Hours: 24 hours per week, including a daily 1 hour lunch break.
This role is 3 days per week, and working hours are fixed at 8.30am – 4.30pm; to reflect the Scratch Hub's opening hours. There is some flexibility regarding days. Regular days will be preferred.

Occasional evening work, for Scratch Hub events, will be required. All staff at BAC are expected to attend performances and be a part of the artistic life of the organisation.

Overtime: No overtime payments; we operate a Time Off in Lieu (TOIL) system, to be taken within two weeks of accrual.

Annual Leave: 4 weeks per year, pro rata (5 weeks following one full year of service)

Probation period: 6 months, with a 3 month review

Notice period: 1 month

Contract Period: Permanent

Workplace Pension Scheme: BAC's pension scheme is provided by NEST

Staff Benefits: Complimentary tickets for performances at BAC (subject to availability and staff ticket policy)

Cycle to Work Scheme

Discount on meals in the BAC cafe (subject to discount policy)

5 Development Days per annum, pro rata

Person Specification

Essential
<p>Experience & Knowledge:</p> <ul style="list-style-type: none"> • Experience of working in a public-facing role • Experience managing day-to-day operations of a creative space, such as a venue, community hub, studios or similar workspace • Experience planning and hosting events • Knowledge and understanding of Health & Safety practices • Experience managing social media accounts <p>Skills & abilities:</p> <ul style="list-style-type: none"> • Demonstrable ability to work independently and on own initiative • Ability to work with a wide range of people • Excellent communication and interpersonal skills • Strong efficiency and organisational skills, with the ability to prioritise, seek solutions and make decisions independently • Good working knowledge of MS Office • Accuracy and attention to detail • An ability to build strong and warm relationships and a sense of community with colleagues and members • Ability to work flexible hours, including evenings <p>Interests & values:</p> <ul style="list-style-type: none"> • A welcoming, positive and flexible attitude and approach • Willingness to take part in professional development opportunities and to develop new skills • An interest in co-working spaces • A commitment to BAC's values and purpose
Desirable
<ul style="list-style-type: none"> • Working knowledge of Instagram and LinkedIn • Experience of working with an OS such as Nexodus