

# JACKSONS LANE

## APPLICATION PACK HIRES AND EVENTS ASSISTANT





# WORKING FOR JACKSONS LANE

Working for Jacksons Lane is vibrant and exciting, as an organisation our work stretches across the borough of Haringey, the UK and internationally. Our building hosts a wide range of different activities throughout the year.

As a small team, we strive to create excellent customer experiences in all aspects of our work, whether that be with our artists, our audiences, participants in our creative engagement programme, or users of our studio spaces and facilities.

Our team is a made up of a group of highly passionate and enthusiastic people, focused on making a real difference to those individuals that we work with. By recognising the strengths and unique qualities of each member of the team, we work with a generosity of spirit and a respect for each other, acknowledging that we are ultimately working towards the same goals and that it is only through a unified approach that we are able to achieve this.

## JACKSONS LANE

# ARTISTIC



Jacksons Lane is the leading presenter, supporter and producer of contemporary circus in the UK. We nurture artists through artist residencies, mentoring and advice, and by providing theatre space for previews, rehearsals and scratch performances, in addition to premium studio space to devise and rehearse new work. Our recently upgraded 170 seat auditorium hosts a variety of events throughout the year including our own Transmission festival. We also showcase our other core artistic strand of physical and non-verbal theatre alongside our programme of family performances.

We have strong networks throughout the industry, both nationally and internationally, and we represent Jacksons Lane and the UK circus scene at a variety of industry events across the world. We are passionate about providing a platform at Jacksons Lane to showcase international work, and currently around 40% of our visiting artists come from outside the UK, representing 60 countries including ones as far as Australia and Canada.

As an Arts Council England National Portfolio Organisation we also produce and coproduce our own work, which we tour both in the UK and abroad in order to bring British work to an international audience.



# CREATIVE ENGAGEMENT

With its roots as a community center, Jacksons Lane remains an essential hub for arts and community work in north London. With over 65,000 visitors to our venue each year we work hard to overcome traditional barriers to the arts by collaborating with our community partners and funders to make the arts more accessible. We focus on using the arts to increase confidence, reduce isolation and improve overall wellbeing.

Our comprehensive Creative Engagement programme works directly with over 1,000 people across all ages each year and provides creative and wellbeing activities to older people in supported housing schemes, theatre projects that focus on women's safety and a range of activities for young people including JL Circus, a series of workshops and classes teaching circus skills to young people.

Feeling Good is Jacksons Lane's project to help reduce social isolation as a result of the COVID-19 pandemic. We partner isolated and vulnerable people with friendly volunteers, and through regular conversation and creative and wellbeing activities our beneficiaries gain confidence and are able to reconnect to their community.

Since it began 49 years ago, Jacksons Lane has also run an event on Christmas Day, each year inviting socially-isolated older adults to our building and providing them with food, gifts and entertainment. In 2023 we were able to reach out to over 320 older adults across our area through both the in person event and a delivery service of food and gifts while still providing the all important social contact and friendly conversation.



**JACKSONS LANE**



# STUDIO HIRES AND PRIVATE EVENTS

At Jacksons Lane we have seven different spaces available to hire including our theatre, five multipurpose studio spaces and a private meeting room. The spaces are hired for a variety of purposes including classes and workshops, rehearsals, performances, and private functions and events.

Studio One (below) is our largest space and is one of the largest rehearsal/event spaces in north London. In this space we host a variety of bookings throughout the year including weddings, children's parties and bar-mitzvah celebrations, corporate away days and networking events as well as rehearsals for large productions.

Our class and course programme is made up of a collection of people who hire our studios at the same time each week. The activities range from children's acting and drama classes to fitness and yoga for adults. Our regular hirers also include a therapy group, a photography group and we even have a lightsaber fighting group!

Studio hires and events are not only one of the biggest contributors to our core income, but also help us to generate and expand our audiences and visitor reach with many class attendees and tutors also watching performances and becoming involved in other aspects of our work.



**JACKSONS LANE**

## JOB DESCRIPTION

<b>Reports to:</b>	Hires & Events Manager
<b>Hours of work:</b>	22.5 hours a week (3 days) includes regular evening and weekend work
<b>Contract period:</b>	1 year Fixed Term contract
<b>Salary:</b>	£25,000 pro rata
<b>Place of work:</b>	Jacksons Lane, Highgate, North London. N6 5AA

### **Main objectives of the post:**

The Hires and Events Assistant is a new role to support the Hires and Events Manager in all aspects of the department. This is a customer facing role that is a mixture of department administration and managing and running live events. There will be a large number of evening and weekend shifts required to support the many events we have at Jacksons Lane.

Jacksons Lane is host to a wide range of events throughout the year, including, but not limited to: Weddings, bar-mitzvahs', adult and child birthday parties, workshops and training courses, professional networking and seminars, private rehearsals and over 40 regular classes and courses.

### **Outline of Responsibilities**

#### *Event Management*

- To manage the majority of our live events at Jacksons Lane, this includes evening and weekend work.
- To liaise with 3rd party vendors and entertainers to ensure the smooth running of live events
- To manage the Front of House and Events Assistants during events
- To take responsibility of guests at events ensuring they follow Jacksons Lane's code of conduct.
- To work closely with the Duty Manager to ensure building wide safety and the smooth entrance and exit to events.

# JACKSONS LANE

## *Department Administration*

- To work with the Hires & Events Manager to ensure all enquiries are responded to and dealt with in a timely and professional manner
- To conduct site visits with potential clients and support them through the hires process
- To create and issue invoices and hire agreements for confirmed bookings and support with tracking their process
- To ensure information is shared promptly and correctly with clients at all stages of booking
- To ensure all paperwork issued is correct and complete to ensure legal compliance and best practice

## *Client Relationships*

- To develop a strong relationship with our clients, especially our Classes and Courses tutors, private event bookers and theatre hirers
- To develop a strong and collaborative relationship with A La Mesa - our in-house café/bar and catering company
- To be a main point of contact for all clients via phone, email or in-person visits

## *Operations Team*

- Attend operations team meetings as required and available with the Hires & Events Manager, Front of House Manager, General Manager and Technical team
- To support the operations team in the day to day organisation and running of the venue
- To occasionally cover breaks for the Duty Manager as required
- To have a basic understanding of the Duty Manager role

## *General Responsibilities*

- Attend staff meetings and training sessions when required
- Act as a representative of Jacksons Lane at all time.
- Act at all times in accordance with Jacksons Lane's Health & Safety, Safeguarding, Equal Opportunities & Diversity policies in addition to all other staff policies
- Carry out any other tasks, as may be reasonably requested by the Executive Team

## PERSON SPECIFICATION

<b>Experience, Skills and Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working within an arts venue or similar organisation		X
Experience of providing excellent customer service	X	
Experience of booking, planning successful events		X
Experience of running live events		X
Experience using Artifax Event, or similar diary management system		X
Excellent organisational skills, and able to prioritise tasks	X	
Excellent numeracy and literacy skills	X	
Experience of supporting complex IT Systems		X
Practical knowledge of relevant health & safety procedures		X
Knowledge of the theatre sector and London Arts scene		X
First Aid at work and/or Mental Health First Aid Qualifications		X
<b>Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>
A ambition to work within the live events sector	X	
Ability to work independently and in a small team	X	
A commitment to treat all colleagues and clients with equal respect	X	
Ability to work calmly under pressure and multi-task	X	
Willing to be flexible and undertake different duties as required	X	
Commitment to delivering quality work	X	
Entrepreneurial spirit and strong commercial sense	X	



## APPLICATION DETAILS

Jacksons Lane has a strong commitment to increasing the diversity of our staff. With this in mind, all candidates who indicate that they are from an ethnically or culturally diverse background and/or are disabled, who meet the Essential Criteria of the Person Specification will be guaranteed an interview.

We are a PiPA (Parents and Carers in Performing Arts) partner. PiPA enables and empowers parents, carers and employers to achieve sustainable change in attitudes and practices in order to attract, support and retain a more diverse and flexible workforce. We are always happy to discuss solutions that allow people to balance their caring responsibilities with their working lives, for example through job shares or flexible working arrangements.

**To apply for the role** send a copy of your CV and a short covering letter or video/audio file to [recruitment@jacksonslane.org.uk](mailto:recruitment@jacksonslane.org.uk), please include your full name and the job title **Hires and Events Assistant** in the subject line of the email.

Should you wish to submit your application in another way please get in touch to discuss this. We would also appreciate it if you could complete an Equal Opportunities form, and include this with your application so that we can continue to monitor and increase the accessibility of our recruitment process. This form is available on our website, alongside this recruitment pack.

If you wish to discuss the role before you apply, we can offer an informal 1:1 chat with a member of the team. To arrange an informal chat please email [recruitment@jacksonslane.org.uk](mailto:recruitment@jacksonslane.org.uk).

<b>Application deadline</b>	<b>10am Monday 04 March 2024</b>
<b>Interviews</b>	<b>Week commencing 11 March 2024</b>
<b>Preferred start date</b>	<b>01 April 2024</b>

We will respond to all applicants, after the closing date regardless of the outcome. Interviews will take place at Jacksons Lane, with questions sent out in advance to allow for some preparation. Should you have any specific requirements for the interview process, please get in touch.