

Recruitment Pack for Seasonal Visitor Services Attendant November 2021 – January 2022

Thank you for your interest in joining Polka.
“The place to be for children’s theatre” ayoungertheatre.com



This recruitment pack is designed to tell you more about us, the job role you would be doing, the skills and experience you would bring to the role and the qualities and values we’re looking for. It also explains how you can apply and the interview process.

This pack includes information about (in order):

- Main terms and benefits.
- Equal opportunities.
- Polka Theatre, including our vision and values.
- Job description.
- Person specification.



As part of your application please give us examples of your skills, knowledge and experience. You can find what we're looking for in this role in the table in the Person specification.

There is no deadline so please apply as soon as you can. We aim to get back in touch with you to let you know we have received your application as soon as we can. We will also get in touch to let you know if we would like to invite you for an interview.

If you have any feedback or questions about this recruitment pack or require it in a different format, please let us know. We can be contacted on 020 8543 4888 or email ayse@polkatheatre.com.

Main Terms and Benefits

Job title Seasonable Visitor Services Attendant.

Reporting to Visitor Services Manager or Duty Manager.

Role Casual. Please be aware that this is short-term seasonal work ending on 31 January 2022.

Salary £10.85 per hour plus holiday pay.

Holiday Pro rata based on 28 days inclusive of bank holiday.

Hours Predominantly weekends with some weekday shifts. Polka Theatre is open Tuesday to Sunday each week and hours are worked according to the needs of the theatre's performance schedule and, therefore, no minimum weekly hours are guaranteed. Schedules are completed two weeks in advance and shift length may vary slightly depending on the length of the performance.

Dress code A uniform shirt will be supplied, to be maintained by the attendant. Smart black trousers/skirt and black shoes to be supplied by the attendant.

Equal Opportunities

Polka's commitment as an equal opportunities employer means we are keen to encourage applications from people of colour, people across the gender spectrum and people who self-identify as disabled, who are underrepresented in our sector.



Our newly redeveloped venue is accessible for wheelchairs and prams/buggies; most spaces can be accessed step-free.

As a children's theatre we are generally open during the daytimes and weekends, rather than evenings, making us well suited to people who have families and/or other caring responsibilities outside of work.

As an important part of our local community in Wimbledon and the London borough of Merton, we are also well suited to people who live nearby and are looking to work locally, rather than travel into or through central London.





About Polka

Polka is a pioneering national theatre for children based in Wimbledon, South West London. The first UK venue to be created exclusively for young audiences, we celebrated our 40th anniversary in 2019. We are one of just a handful of dedicated children's venues in the UK. Presenting a year-round programme of new work made at Polka, visiting shows, and Creative Learning activities for 0-12 year olds, we continue to pioneer developments in children's theatre, nurture artistic talent in the sector, and maintain an international reputation while serving local communities.

Polka is a charity and Arts Council England National Portfolio Organisation. Our mission is to empower children to navigate their world through inspirational theatre and creative experiences. Over 100,000 people visit us each year and a further 18,000+ take part in creative learning and community activities. We involve children at every stage of the creative process and lead the way in Early Years theatre for under 6s together with our academic collaborators and the EU-funded small size network.

Inclusivity is and always has been an integral part of the company's offer. In 2007, Polka pioneered relaxed performances for children on the autistic spectrum, a model which continues to be replicated across the cultural sector. We run a free ticketing scheme, enabling children from deprived areas to experience live theatre for the first time, and a range of initiatives that provide opportunities for children with particular access needs or who live in challenging circumstances to participate in our activities. We offer opportunities for all children and families regardless of age, ability, culture or background, to engage in theatre.

This is an exciting time to be joining Polka. Since opening our Wimbledon home in 1979, over 3.5 million children, parents, teachers and carers have been through our doors and we now have an opportunity to redevelop and reimagine Polka for future generations. Our redeveloped venue will open to the public in summer 2021.

For more information about Polka Theatre and our work, please visit www.polkatheatre.com

Polka is funded by Arts Council England, London, registered charity number 256979.

Vision and Values

Polka's mission is to 'empower children to navigate their world through inspirational theatre and creative experiences.' We are looking for people who are conscientious, proactive and reliable in their approach to work with a willingness to learn and ability to adapt to changes and share Polka's vision:

Improving children's lives, bringing communities together, creating ground-breaking theatre.

As well as our values:

Child-centred placing children at the heart of everything Polka does

Community engaging our diverse communities of children, families, educationalists and artists

Excellent pioneering, adventurous, offering the highest quality

Memorable creating magical, meaningful experiences

Inclusive welcoming, accessible, nurturing, supportive, representative.





Job Description

This role is a casual position with hours worked according to the needs of the theatre's performance schedule. Both week and weekend shifts are available. Further details can be found in the 'Main Terms and Benefits' section above.

Working with the Visitor Services Manager, you are responsible for facilitating the efficient day to day running of our venue. You will embody the ethos of Polka, working proactively to maintain a professional, welcoming, and safe environment for our visitors and team members. Often the first point of contact with our audience members and visitors, your role at Polka is vital in delivering the exemplary service that has made Polka the beloved and trusted company it is.

You may be working in the theatre, shop and/or café, across all public areas including the toilets, as these are all important parts of our visitors' experience.

Key Responsibilities

Your job description includes responsibility for:

- Welcome all visitors as they arrive at the theatre providing exceptional customer service at all times.
- Assist the Visitor Services & Volunteer Coordinator with providing continuous support and direction to a team of volunteers .
- Assist the Visitor Services Manager and Café Manager with facilitating sales in the shop and café.
- Sell programmes and refreshments.
- With the Duty Manager, oversee the incoming of audiences in both performance spaces and supervising ticket checks and the welfare of all patrons during shows.
- Engage with visitors to make use of our reading area, dressing up area, craft area, outdoor play area and garden.
- Maintain the cleanliness and tidiness of the building, garden and outdoor play area regularly throughout the day including the restoration of performance spaces between and after shows.
- Responsible for general building upkeep by checking toilets regularly for supplies and cleanliness in public areas.
- Assisting with external venue hires as required by the Duty Manager.
- Act as a member of the fire evacuation team, facilitating the evacuation of audiences as prompted by the Duty Manager and acting Incident Chief.
- Be aware of general security and health and safety issues within the building

at all times.

- Any other duties that could be reasonably expected of a Visitor Services team member.

All team members are expected to

- Champion and honour Polka's vision and values (you can find these on the previous pages)
- Maintain confidentiality and abide by Polka's policies and procedures
- Follow Health and Safety rules at work
- Follow Safeguarding rules and legislation
- Actively ensure Equality, Diversity and Inclusion is part of Polka's culture
- Contribute to Polka's Environmental Action plan by thinking and working sustainably
- Contribute towards Polka's fundraising goals, this may include research, writing applications, advocacy and managing relationships
- Take part in operational teams to help share learning, find joint solutions and drive change
- Participate in all training, development and wellbeing initiatives as required
- Undertake any other duties as may be reasonably required.



Person Specification

The following skills, knowledge and experience are required to carry out this role. There are some which we have suggested are beneficial but not essential to have.

Skills and knowledge required	
1	Ability to talk to and help different people (audience, customers, visitors) and deal with confidential information.
2	Ability to have confidence and be positive when dealing with complaints or difficult customers is beneficial but not essential as there will always be a manager to support you.
3	Ability to learn to use our IT software packages e.g. our payment system in the shop and café (we will provide training).
4	Ability to work well in a team (in a group of people), staying positive.
5	Ability to work independently, using your initiative and staying motivated. This is because a manager will not be with you constantly but will be in the building for you to contact them if needed.
6	A keen interest in the arts, particularly theatre with a knowledge or interest in Wimbledon, the borough of Merton and the local area.
7	Certificates and qualifications: <ul style="list-style-type: none"> • Valid Disclosure and Barring (DBS) certificate or willing to undergo an enhanced DBS check (at Polka's expense) if a job offer is made subject to this being obtained. • Fire safety and/or first aid qualification is beneficial but if you've not got one or it's lapsed Polka will arrange and pay for it. • Knowledge of Health and Safety procedures is beneficial but not essential as we will provide training.
Experience required	
8	Experience working in a visitor services or front of house team in an arts organisation is beneficial but not essential. E.g. you may have volunteered at one.
9	Experience working in a customer facing role is beneficial but not essential. E.g. you may have worked in a shop or café/restaurant.
10	Experience working in a sales related role is beneficial but not essential. E.g. you may have worked in tele or internet sales.

Application Process

There is no deadline so please apply as soon as you can.
 We aim to get back in touch with you to let you know we have received your application as soon as we can.
 We will also get in touch to let you know if we would like to invite you for an interview.
 You would start work immediately.



How to apply

Please complete and send the following to the Visitor Services Manager Ayse Huseyin at ayse@polkatheatre.com or post it to them at Polka Theatre, 240 The Broadway, Wimbledon SW19 1SB. Remember to include 'Visitor Services Attendant application' as your email subject line or on the envelope.

Document	Link to click on
Application form	Please click here to download our application form
If you would prefer, you are welcome to send us a short video or audio file (no longer than 5 minutes), telling us about yourself, your current and previous job roles and any relevant qualifications and/or knowledge, skills and experience.	
Equality monitoring questionnaire	Please click here to complete our Equality Monitoring survey

The Equality monitoring questionnaire is not sent to the person named above. It helps us understand whether we are succeeding in promoting equality of opportunity and encouraging representation. It is completely separate from your application and we do not connect the two.

You can find out more about us by clicking on [this link to our website](#).

If you would like to discuss this role in more detail please call Ayse Huseyin the Visitor Services Manager on 020 8545 8333 or email ayse@polkatheatre.com

Interview Process

Because of the nature of this role, we would like the interviews to take place in-person at Polka Theatre; this will give you an important chance to see the buildings you'll be working with.

Interviews will be held at the Polka Theatre with the Visitor Services Manager and one other member of the Visitor Services team.

We will email you a meeting invite, which includes information about the interview, in advance. We will let you know if there is anything in particular that we need you to prepare in advance.

All applicants will receive a response from us to confirm whether or not they have been selected for an interview. We aim to give at least half a weeks' notice ahead of the interview date.

All applicants who attend an interview will be offered feedback. It is not possible for us to give individual feedback if you have not been selected for an interview.

Thank you very much for your interest in this role. We look forward to hearing from you.

