



Department
for Work &
Pensions

KICKSTART SCHEME

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SCHEME**

DWP Bid Unique Identifier (DWP use only)

Job title Box Office Assistant

**Company name and
postcode** The Garage Trust, NR2 1NY

Job summary (Outline of the job description including key responsibilities and detail of the skills the young person will develop and details of homeworking. Please provide as much detail as possible Please do not use bullet points)

Based on the busy reception desk, the post holder will be the face of the organisation for our afternoon and evening classes. They will greet building users and answer their questions in person, via email and on the telephone, with a 'can-do' attitude.

General duties will include staffing the reception desk, responding to requests and queries by the public (via email, phone and face to face communication), assisting with general housekeeping, correctly opening and closing the building, helping with our social media accounts, checking participants into classes and registering new ones onto our systems, taking payments from participants and managing the till.

Please contact scott.atkins@thegarage.org.uk with a CV and covering letter if interested.

**Essential skills, experience
and qualifications** (please do
not use bullet points)

The candidate will need good communication skills; demonstrating the ability to work effectively with a variety of people including staff, young people, visiting and resident professionals and the general public. Basic IT, maths and organisational skills are also key. It is also desirable that candidates have interest in the arts and/or education.

Experience or qualification in supporting people with learning disabilities, or physical or sensory impairments and knowledge of alternative communication methods, (eg. British Sign Language, Makaton, symbol communication systems) is also desirable.



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Job category (DWP use only)

Number of hours per week 25

Working pattern and contracted hours (including any shift patterns) 2X day shifts, 2X night shifts, 1X weekend day shift

Hourly rate of pay National Living Wage for age group

Details of employability support (training opportunities/mentor)

Workplace induction, performance review and exit support.

Individual skills audit and progress reviews, through the SkillsBuilder framework.

Access to the Kickstart East Anglia Induction and Progression training packages, including a range of sessions on transferable employability skills including: telephone and front of house communication, Excel, data protection, timekeeping, and goal setting.

Enrollment in the bespoke Kickstart East Anglia peer-to-peer and industry networking platform.

Role specific training, including:

- Kooth Wellbeing
- Safeguarding training
- Child bereavement awareness training
- Gender Smart training
- Safe spaces
- Designated CP training
- WEA partnership network
- Wellbeing network
- Employability network
- Reflective practitioner training
- LSCG network
- My Concern training
- Managing stress and anxiety
- Experienced 1 to 1 Mentorship, modelled of our Introduction to Creative Industries

Closing date for applications Friday 8th October 2021, interviews Friday 15th October



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Employer Job reference (where applicable) 12 Characters Max	Job location and address including post code. (Homeworking - specify if there will be a requirement to attend a different work location and its address/postcode)	Contact details for the Job: Name (required) Email address (required) Telephone (optional)	How to apply for the Job. Provide a method and an: Email address or Website address or Telephone number	Number of Jobs at location	Maximum number of referrals per Job	Is public transport available? Yes/ No/ Don't know	Anticipated start date/s (if known)
N/A	The Garage Trust, 14 Chapelfield North, Norwich, Norfolk, NR2 1NY	Scott Atkins, scott.atkins@thegarage.org.uk	CV and covering letter to scott.atkins@thegarage.org.uk	1	N/A	Yes	18/10/21 at earliest