

AGILE CITY

Job Opportunity: Civic House & Glue Factory - Front of House Assistant

Context:

Agile City is a community interest company that creates space for work, events and learning in Speirs Locks, north Glasgow. We operate across two buildings, [Civic House](#) and [Glue Factory](#), and generate revenue via the rental of space - workspace (studios & co-working), events and hires. This income supports the delivery of our social aims through projects and public events.

Role:

We seek a pro-active, highly organised and enthusiastic person to support the delivery of public facing events and activities across Civic House & Glue Factory.

The Front of House assistant will be based in Civic House and work closely with the Programme Coordinator to support the delivery of events, hires, marketing and admin. They will be the welcoming face of the building and engage with members, guests, clients and partners.

The role will be 30 hours per week guaranteed, with potential for extra shifts for event delivery. The weekly work pattern will be split between 2-3 days of office work (9.30am-5.30pm) with flexible evening and weekend shifts for events.

Key skills:

- Personable and audience focused - this role is public facing and will engage with members of Civic House and clients who use the building on a daily basis. We seek someone who thrives in busy social environments and enjoys engaging with a range of people to grow the community who use our spaces.
- Proactive - a proactive and positive approach to work is essential. We seek someone with the ability to take initiative and a calm, focused and professional approach to a busy working environment.
- Excellent communicator - we have a diverse range of projects, audiences and partners and require someone who is very personable and skilled at communicating in clear written, spoken and visual language.
- Adaptable & highly organised - The front of house assistant will need to efficiently organise their time between desk-based administrative work and practical tasks associated with event delivery.

Duties:

Event support:

- Programming - work closely with the Programme Coordinator to deliver an engaging public events programme consisting of Agile City projects, supported events and hires of the spaces across Civic House & Glue Factory.
- Event enquiries - meet with clients and partners for viewings of both buildings to facilitate hires and bookings
- Duty management for events - overseeing delivery, working closing with external partners, installing / uninstalling furniture and technical equipment
- Assist Programme Coordinator with management of freelance event delivery staff - creating rota's, booking shifts
- Assist with bar management when required (depending on relevant bar experience)

Comms & marketing - external:

- Work closely with the Programme co-ordinator to assist with comms & marketing for events - printed material, digital campaigns, ticket sales
- Website updates and management - using Wordpress to ensure content is up to date across all of our project websites
- Social media - keeping social media updated and ensure content is relevant across our various channels
- Newsletter - create a quarterly newsletter to be sent to our mailing list and printed for Civic House and Glue Factory

Administration - internal

- Email inboxes - Manage email inboxes and incoming enquiries for Agile City, Civic House, Glue Factory
- Hire agreements, leases and membership agreements - prepare agreements for people using the space for events, work, production and studio provision
- Calendar management - make appointments for viewings, events, hires and meeting room bookings
- Invoices / finances - support our book-keeper in creating and filing invoices and receipts
- Manage a robust file management system digitally (Drive) and physically (filing systems, library and event archive)
- Capture meeting minutes and input into project management software

Previous experience / personal attributes:

Essential:

- Personable with a teamplayer mindset - keen to get involved with projects and respond positively to flexible nature of working in a small team/ company
- Relevant experience in a similar events delivery/ front of house role
- Excellent communication skills in spoken and written English
- Microsoft Office; Word and Excel proficiency, with experience in their G-Suite equivalents

Desirable / non-essential:

- Experience in setting up AV & tech equipment for events
- Proficient in Adobe Indesign, Photoshop, Illustrator
- SCPLH (Scottish Certificate Personal License Holder) with bar management/charge hand experience
- Experience in managing social media / digital marketing campaigns for an organisation

Contract details:

- Contract type: 6 month contract, with possibility to extend
- Hours: 30 hours per week guaranteed (22.5 per week office hours + 7.5 event delivery), with additional hours for event shifts
- Salary: £19,500 pro-rata, based on 37.5 hr week.
- Place of work: Civic House, G4 9RH / Glue Factory (when required)

Responsible to: Programme Coordinator

Responsible for: Freelance event delivery staff

How to apply:

- Any questions - hello@agile-city.com
- Complete application form - [link here](#)
- Send a CV - hello@agile-city.com
- **Deadline - 10am, Monday 13th April**
- Interview dates - 21st & 22nd April