



# Candidate Pack

Event Technician

December 2022



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Archive Tour London Collections. Photo credit: Dan Weill



# Letter from the Chief Executive

(DATE)

Dear Applicant

Thank you for your interest in contributing to the success of Bishopsgate Institute. We welcome your application and will look forward to assessing your suitability for the role for which you apply.

Perhaps you already know us well, as one of our regular students, performers, tutors, researchers or partners. Perhaps you know of us from a visit during Open House weekend, or you came to see our *Out and About!* exhibition at the Barbican earlier this year, or perhaps you've heard of our special collections and archives. You might have even danced, sung or rehearsed here.

We're a very small organisation, which means everyone plays a role beyond the strict boundaries of their job description. Our team is passionate, feisty, highly skilled and collaborative, so you'll fit right in if you're interested in everything we do, and in supporting colleagues across the organisation.

Our special collections and archives are at the heart of what we do, and whatever the role is that you are considering with us, I'd encourage you to take the time to look into what we collect and why, and how we celebrate the stories of those perhaps ignored or left behind by the mainstream and establishment. There's a wealth of information on our website.

## My vision for the organisation

For 127 years, Bishopsgate Institute has been providing opportunities for people to come together to learn and discover in extraordinary spaces. The nature of those opportunities continues to evolve over time, but we remain true to the motto our founder William Rogers chose for us: *senesco non segnesco*, which loosely translates as *I never stop learning*. I see this statement of intent applying equally to the staff team, our Board and our programming.

I hope it also motivates our students, participants and partners. I see Bishopsgate Institute, therefore, as an independent and energetic creative hub where the City of London meets the East End: an incubator for talent and skills development, a place that welcomes all sorts of people to explore their subject of interest with like-minded people. That means classes and rehearsals and workshops and social dances and study days and performances and archive research and orchestra play-throughs and talks and walks and debates and salons and concerts and new writing development and... things we probably haven't even thought of yet. I want there to be an energy around the building as this activity usually goes on in our various spaces through the weekday daytimes, evenings and weekends.

During the pandemic, we had to learn and adapt quickly to ensure we continued to serve our audiences, and this included developing livestream and hybrid event formats that have helped us reach people that might never come to the building. We look forward to continuing to welcome them online, even as we have re-opened our building to in-person activity.

We are financially independent, although Covid hit us hard. Eventually, I would like us to generate sufficient surplus from our activities to plough back into the programme, enabling us to invest in new and exciting projects and ideas. I want our profile and reputation to be an excellent and valued contributor to the cultural life of London and the world.

You'll find much more about who we are and what we do on our website, which I strongly encourage you to explore and enjoy before you submit your application.

## Life "after" Covid

We closed our building in mid-March 2020 and, like most other organisations working with the public, had to suspend most of our in-person activity. Most of our team worked from home.

Now restrictions have been lifted and our building has re-opened fully, including the drop-in study space in the Reading Room. Our programme of courses, walks, talks and events is fully back in person, with some online options also available. Because ours is a venue-based team that relies on creative collaboration and stimulation, everyone is now back in the office, albeit working flexibly (up to one-third of a week's working hours can be worked from home, subject to the requirements of the role and the business).

Although the City of London workforce is not back in the numbers we were used to before the pandemic, we are seeing strong interest in our offer, but cannot be complacent. With our trustees, we are refreshing our strategy and our business model, considering where we can add the most value and with whom we can work to deliver the most impact to the people we want to serve. This means we are in a transition year, with a new business plan due to be signed off by March 2023.

I'm glad to say that were welcoming new audiences and welcoming back our existing ones. But I'd be lying if I said these were ordinary times. The pandemic isn't over, and the shocks and after-effects are still very obvious. We are having to adapt and prioritise those projects that are the most urgent and which can help replenish the lost income of the past 6 months and beyond. More than ever, we rely on having talented and committed people in our team. Perhaps you could be one of them?



Francesca Canty  
Chief Executive & Artistic Director

# Job Description

Last reviewed:	October 2021
Job Title:	Event Technician
Grade:	Assistant
Hours:	Any 5 days (35 hours) out of 7- the role requires you to be available to work any day or evening over the 7 day period.
Contract:	6 Months
Salary:	Circa 23K, dependent on experience
Based:	Bishopsgate Institute, 230 Bishopsgate, London, EC2M 4QH

## Role purpose

### Working pattern:

The post will work on a rota basis 7 days a week, including evenings and weekends. The rota'd hours will be published at least 4 weeks in advance, and minor changes might be requested within this period subject to agreement. The full-time role requires 35 hours per week, and days/hours will vary week on week, and you may be required to work any day or evening over the 7 day period.

### Role purpose:

To support the implementation and delivery of all events and activities happening across Bishopsgate Institute and to facilitate basic maintenance and upkeep requirements of the buildings.

The role of Event Technician is to assist in the logistical and technical arrangements and requirements for allocated events. The role will be managed by the Buildings Manager and will work closely with the Operations Manager, the Duty Managers and in coordination with the Venue Hire and Event Planning team.

This role will also help maintain and develop good client and supplier relationships connected with these events and buildings maintenance requirements.

**Areas of responsibility:**

Provide support in implementing the logistical and technical requirements for the delivery of events taking place across the Institute including but not limited to:

- Specific and scheduled room booking needs including set-ups, equipment and access requirements
- Support of freelance/in house Sound, Lighting and AV Technicians as required
- Setting up and ensuring basic operation (pre-sets only) of any external equipment if required from approved suppliers as confirmed by the Venue Hire or Event Planning team and Duty Manager such as for catering, bar provision, sound and/or lighting, live stream or hybrid events
- Providing logistical support to any contracted tutors, speakers, artists, performers as requested by the Duty Manager
- Undertaking training as directed by the Buildings Manager in order to fully undertake the requirements of the role
- To undertake basic technical maintenance as directed by the Buildings Manager.
- At times the role may be required to support Bar or Cloakroom activity
- Supporting the provision of any added staff, equipment requirement or additional expertise if needed to support an event
- Support the Duty Manager in their management of the day-to-day client relationships for event activity, where appropriate. This may include interaction with: hirers and their requirements, Tutors, Cultural event partners and stakeholders, outsourced providers, internal clients
- Undertake basic buildings maintenance on behalf of the organisation such as buildings inspections, build and install of basic furniture items, decoration and management of deliveries in and out as directed by the Buildings Manager
- Following up actions from the post event Duty Manager handover
- Support the Delivery team through regular meetings when required and help to provide information and reports when needed to facilitate internal planning requirements for buildings maintenance and events activity
- The Event Technician may be asked to unlock or secure the building alongside the Duty Manager.



### **General requirements of the role**

- Proactively collaborate with all staff to ensure the best possible levels of seamless service and quality to our customers
- Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times
- Champion and epitomise the Institute's core competency behaviours
- Attend relevant training in order to fulfil the requirements of the job (will include fire evacuation, manual handling, ladder training and working at heights, may include first aid) and undergo supervision and annual reviews
- Comply with and implement all organisational policies and procedures as required
- Work flexibly and responsibly to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required, which includes evenings and weekends.
- Dress and present yourself appropriately as the professional needs of the Institute require

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.



# Person specification

## **1. Specialist area requirements – Event Technician**

- 1.1 Experience in setting up events equipment and furniture to a provided brief
- 1.2 Experience in basic troubleshooting of technical equipment such as laptops, projectors and televisions
- 1.3 Demonstrable skill in providing basic maintenance and upkeep requirements of a building of the size, scale and complexity of Bishopsgate Institute
- 1.4 Experience and some basic technical/operational knowledge to support the set up and requirements of various scales and levels of complexity in a heritage, arts and cultural organisation
- 1.5 Experience of operating and delivering effectively and efficiently in a project team working environment to agreed objectives
- 1.6 Appreciation of the requirement of operating in a multi-space cultural venue that is also a listed building environment
- 1.7 Good understanding of security and safety issues to protect members of the public, the Institute and its staff

## **2. Grade specific requirements – applicable to all Assistant level posts**

- 2.1 Experience of collaborating within and across teams and an understanding and appreciation of the importance of partnership working to support the achievement of the Foundation's vision, mission and strategy
- 2.2 Ability to manage day to day duties and activities to ensure that tasks are achieved effectively, efficiently and to a high standard of quality
- 2.3 Experience and awareness of good practice/effective approaches to planning and delivery requirements
- 2.4 Demonstrable skills in working flexibly, trouble shooting and customer service
- 2.5 Experience of working within the arts and culture sector, including adult education, and/or a visitor attraction or understanding of our role in these arenas and its impact on the different areas of our work

All competencies apply to **all** roles:

<u>Performance</u>	<u>Insight</u>	<u>Engagement &amp; Inspiring Others</u>
<ul style="list-style-type: none"> <li>Accountability</li> <li>Delivering Performance</li> <li>Alignment &amp; Planning</li> <li>Learning &amp; Change</li> </ul>	<ul style="list-style-type: none"> <li>Breadth of Perspective</li> <li>Making Effective Judgements</li> <li>Applying Specialist Knowledge</li> <li>Customer &amp; Audience Awareness</li> </ul>	<ul style="list-style-type: none"> <li>Working Collaboratively</li> <li>Communicating &amp; Influencing</li> <li>Empowering Leadership</li> </ul>

There are different levels within each that apply to each grade or level of role in the organisation:

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with **what** we achieve in terms of tangible results or 'outputs' and 'outcomes', these competencies look more at **how** we carry out our work - for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the particular functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public. However, if you think hard enough you will likely be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.

Please refer to the full Competency Framework document as part of the pack of information for candidates or, once in post, ask your line manager for a copy.

Alex Young, performing in the Library in A Night Off with Alex Young and Jen Whyte. Photo credit: Daniel Penfold



# Employee benefits

All permanent and fixed-term contract employees are entitled to the following benefits:

**Annual Leave** 34 working days paid entitlement including bank holidays in the annual leave year (1 April to 31 March). The entitlement will be pro-rated for part-time employees and employees that work for part of a year.

The Foundation traditionally operates a shutdown over three days between Christmas and New Year. All staff are given these days in addition to their annual leave entitlement. However, it is possible that there may be opportunities for the Foundation to host events over this period. Such events will be built into the programme schedule and arrangements for managing and delivering them will be made in advance. Any staff required to work over this period will be given reasonable notice and their leave may be used on alternative days.

**EAP** You have access to the Employee Assistance Programme, currently provided by Life & Progress, which provides staff with a free, confidential 24-hour counselling and advisory service.

**Pension Scheme** Auto enrolment into the Bishopsgate Foundation pension scheme will occur after the 3 months' deferral period after which the employee can choose to formally opt out of the pension scheme process.

**Enhanced Sick Pay** Occupational sickness pay is payable according to the length of service; this will be detailed in your contract.

Staff Development	<p>As part of our annual training plan, we offer training to staff in line with identified training needs and business priorities.</p> <p>Additionally, individual training needs are supported where identified or requested in order to support performance at work and/or business needs. We value staff wellbeing and offer Mental Health First Aid training to all staff within their first year.</p>
Staff Social Events	<p>Bishopsgate Institute pays for or contributes to the cost of social events for staff during the year. This usually includes a fully paid meal at Christmas and at least one other event, but this is subject to change.</p>
Free Tea & Coffee	<p>Bishopsgate Institute provides tea, coffee and milk for all staff.</p>
<p>In addition, after successful completion of their probationary period, permanent and fixed-term contract employees will also be entitled to:</p>	
Discounts	<p>A discount of 50% on the full ticket price for up to a maximum of 4 tickets per event for single eligible events run as part of the Bishopsgate Institute programme, subject to availability.</p> <p>A discount of 75% on learning programme activity, such as courses and workshops (this discount cannot be applied to single drop-in attendance in a longer course). There will be a maximum number of Bishopsgate Institute staff discount places on each course or workshop.</p>
Eye Tests	<p>Bishopsgate Institute will refund the cost of an eye test carried out by a qualified optometrist, once every two years.</p>
Bereavement Counselling	<p>A counselling service is available to help employees, or the family of a deceased employee, at what can be a difficult time.</p>



Life Assurance	Membership of the Bishopsgate Foundation Group Life Assurance Scheme is automatic and is at no additional cost to staff.
Probate Advice	A Probate Helpline is available to support employees and their families when managing a wide range of legal, financial and administrative matters, at an emotional time.
Enhanced Maternity Pay	Staff on maternity are entitled to full pay for the first 12 weeks subject to the condition of returning to work for a minimum period of 3 months after their maternity ends.
Paid Jury Service	Bishopsgate Institute will top up your claim for loss of earnings to that of your salary

Bishopsgate Institute offers spot rate salaries and does not operate a performance related pay scheme. However, we issue annual pay awards of between 1% and 3% to all staff based on an organisation performance.

Unless otherwise specified in the employee's contract of employment, the benefits summarised above (excluding holidays, sickness benefits and membership of the Foundation's pension scheme) do not form part of an employee's contract of employment and can be removed or varied at the sole discretion of the Institute.

# Equality, diversity and inclusion policy

Bishopsgate Institute is committed to championing equality, diversity and inclusion among our workforce, and eliminating all forms of discrimination, especially unlawful, in order to create a workplace where diverse opinion and mutual respect underpins our working culture. The aim is for our workforce to be truly representative of all sections of society and for each employee to feel respected and able to give their best.

The organisation - in providing services and facilities - is also committed against unlawful discrimination of visitors or the public.

The policy's purpose is to:

- provide equality, fairness and respect for all in our employment, whether temporary, casual, fixed-term or permanent, part-time or full-time
- prevent unlawful discrimination under the Equality Act 2010 on the basis of the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation
- prevent all forms of discrimination whether lawful or unlawful. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities

The Institute commits to:

- Champion equality, diversity and inclusion in the workplace to enable a broad range of opinions and values representative of our society
- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy.

- Responsibilities include staff conducting themselves to help the Institute provide equal opportunities in employment, and preventing bullying, harassment, victimisation and unlawful discrimination.

All staff should understand that they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public

- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, trustees, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the Institute's grievance and disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

- Make opportunities for appropriate training, development, and learning available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Take decisions concerning staff based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure best practice and fairness, and also update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan are working in practice, reviewing them annually, and considering and taking appropriate action to address any issues.

Details of the institute's grievance and disciplinary policies and procedures can be found in the staff handbook. This includes with whom an employee should raise a grievance – usually their line manager.

Use of the Institute's grievance and disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

Launch of the Terrence Higgins Trust Archive. Photo Credit: Dave Bird Photography





# How to Apply

To apply, please follow the link below:

<https://bishopsgate.peoplehr.net/Pages/JobBoard/Opening.aspx?v=6d390269-8b30-4b73-ae12-c85b93e5f94b>

**Closing date for applications:** 4 January 2023

**Interviews:** 11 January 2023

