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| Position: | Creative Hosts (4) |
| Location: | Blackpool |
| Contract: | 9 Months (Operations Management Training Programme) |
| Salary | £20,493 pa rising to £22,464 pa after 3 months |
| Hours: | Full Time, 48 hours |
| Reports to: | Director |
| How to Apply: | Email to Gareth@abandb.co.uk |
| Closing Date: | Sunday 30th June 2019 (Midnight) |

Art B&B

Emerging artists hold the key to a future of creativity and big ideas and together we can unlock those doors. We found 19 outstanding artists, and asked them to craft their own unique sleep-in installation rooms. We then threw into the mix.... sea-views, sunsets and seriously comfy beds. The outcome? A boutique hotel, brimming with atmosphere and style, for a perfect seaside escape.

What Do We Offer?

Perhaps you see yourself in a management or an operations role in the future? Perhaps you are passionate about the arts or want to be part of a creative team doing something that has never been done before.

CREATE is our fast-track operations management training programme like no other. It's your chance to experience different roles and hands-on challenges in:

- Experiences & Events
- Marketing & Media
- Retail/F&B
- Guest Experience
- Housekeeping & Standards

For 9 months, you will undertake several roles that will enable you to discover our business and various fields of expertise. Your tailor-made development track is guaranteed to give your career an excellent head start.

You'll be supported throughout your journey; however. We offer a personal development plan, with regular feedback and training. You'll lead key projects and create a strong network.

BOUTIQUE HOTEL FOR ART LOVERS

1. Operational Responsibilities

As a creative host, you have the opportunity to make an incredible difference to your guest's visit. Your operational responsibilities include but are not limited to:

1.1 Experiences & Events

Growing and developing your:

- Project management skills to plan and host events from film nights, cocktail making to small conferences and weddings.
- People skills to set up events, handle enquiries and troubleshooting on the day of the event.
- Creative skills, working alongside in house arts organisation LeftCoast to help deliver ambitious inspirational events.
- Feedback and analytical skills to provide analysis of figures to provide post event evaluation.

1.2 Marketing & Media

Growing and developing your:

- Photography skills to create social media posts to stimulate interest in events and bookings in the centre.
- Organisational skills to implement follow up email promotions to prospects and grow our database.
- Optimisational skills to build and improve our promotions.
- Conversational writing skills to produce engaging content and irresistible headlines that get readers to take action.

1.3 Retail/F&B.

Growing and developing your:

- Creative skills to source and plan retail products for sale within Art B&B (drinks/meals/shop)
- Design skills to promote retail products and services of Art B&B, making the most of the space available
- Organisational skills to record and check all deliveries, rejecting any sub-standard items, and being proactive to ensure that you have all the necessary ingredients and equipment to serve visitors.
- Analytical skills to submit a full weekly stock take of all retail, drinks and cleaning products.

1.4 Guest Experience

Growing and developing your

- Communication skills to provide a 'home from home' experience for your guests at all times. creating a relaxed and welcoming atmosphere for all visitors and guests
- Listening and empathy skills to read your guests and tailor your interactions to match each individual guest's expectations. (This is because some guests will want you to interact fully with them, while others might prefer a more formal approach)
- Presentation and body language skills to be the friendly and approachable face of Art B&B. Yours will be the lasting impression on the guests, and their enjoyment of their visit will be led by their interactions with you.
- Product confidence skills to serve guests bar drinks/food/shop goods
- Public speaking skills to conduct "art tours" of the 19 sleep-in art installations and guest experiences such as cocktail making.
- Problem solving skills to talk, listen, track, respond and personalise messages, to both

BOUTIQUE HOTEL FOR ART LOVERS

prospects and guests to help them with their stay.

1.5 Housekeeping & Standards

Growing and developing your:

- Motivation skills to manage, coordinate and quality control the work of housekeeping staff
- “Problem solving” skills to maintain a high standard of cleanliness and tidiness in all areas of Art B&B.
- “Attention to detail” skills to perform a full deep clean of the ground floor every day, ensuring that all areas are spotlessly clean, and the new visitors can see no traces of the previous visitors.

2. Ownership & Pride

All of the Art B&B crew take pride in what they do, no matter how big or small the job is and in particular:

- Deal with any issues that may arise quickly and effectively, making sure to keep your Director and other colleagues informed.
- Have a huge commitment to our guest safety programme.
- Be motivated to get up early and clean up the mess from the night before (i.e. adhering to the agreed rota and time frame put in place)

3. Essential Key Attributes/Skills:

- Proactive/self-starting
- Strong communication skills
- Friendly & sociable with a high level of empathy
- Have a genuine can-do attitude and approach.
- A genuine passion for art and creative experiences

4. Desirable Attributes/Skills:

- Some hospitality, design, marketing or events skills
- The ability to look at new and better ways of doing things
- Adept at juggling projects, people and deadlines

5. Scope for progression and promotion.

There is good scope for progression and promotion, as we are committed to a strong foundation of talent and culture

A comprehensive training programme will be given, in soft and hard skills, based on a positive learning culture. so that our crew feels motivated, valued and respected.

6. Required background.

It would help if you have some customer-first experience. This could be in a shop, restaurant, venue, gym, community centre, surgery, call-centre or even working remotely (either as a volunteer or as an employee) If you're looking to roll up your sleeves and acquire valuable unique skills this is perfect for you. If you are looking for a mundane 9-5 corporate job, then this is not for you!

7. Soft skills and personality traits necessary to excel.

We are looking for creative people with customer-first experience. You'll need to be confident, mobile, flexible and resilient, with strong communication skills, enjoy work and willing to put the extra mile in.

BOUTIQUE HOTEL FOR ART LOVERS

8. Location and travel requirements.

Our first Art B&B is in Blackpool and will require relocation to within commuting distance.

Our shift work for full-time creative hosts will include at times, a sleepover shift, in order to provide an overnight response to potential emergencies.

You should be eligible to work in the UK (Unfortunately we're unable to sponsor any visas).

9. Questions

Please fire any questions across to gareth@abandb.co.uk and we will try and answer within 24 hours

10. Application:

If this sounds like your cup of tea, then please email the following

1. CV
2. Covering Letter saying:
 - Why Would You Like This Role?
 - Availability
 - Customer-First Experience
 - Preferred Contact Details

To:

Gareth Roberts
Director, Art B&B CIC
Gareth@abandb.co.uk
ArtBB.org

Deadline:

Sunday 30th June 2019 (Midnight)

Art B&B CIC is a community business, looking to make a real difference to the lives of our local community.

Supported by:

Arts Council England; Power to Change; Coastal Communities Fund; Tudor Trust, Vera Wolstencroft Charity, Unlimited, LeftCoast and the Clore Duffield Foundation.

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