

## STEP Application pack

### Person Specification

STEP is an innovative access scheme which offers paid jobs alongside personal training and development. The programme brings together a group of leading creative and cultural sector employers to host interns on the London Living Wage for 12 months. Interns will be placed with two organisations per year. They will begin with a six month internship hosted by one employer and advancing to another organisation after six months.

This person specification describes the skills and attributes that hosts organisations are hoping for in candidates. They are common to all entry level roles available as part of the programme.

Employers will identify specific skills which are needed for the particular roles that they are recruiting for and may assess candidates on these at the next stage of the recruitment.

If successful applicants must demonstrate as many of the points on the specification below to be accepted on to the internship scheme.

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#### PERSON SPECIFICATION

##### KEY COMPETENCIES

**Responsible** – is confident taking on responsibilities given to them? Candidates understand their own responsibilities and how they affect others.

**Works well in a team** – is hardworking and a great communicator enthusiastic and always offering a helping hand.

**Works well with project partners** – is diplomatic and professional when working with external partners.

**A Creative Thinker**- generates ideas, new approaches and fresh ways of doing things. Candidates bring in their own creative influences to their work and draws energy from creative work.

**Engaged and enthusiastic** – is interested in the work of hosts organisations beyond their role. Candidates should be networked and knowledgeable about creativity, culture or the arts in London and actively take part.

**Diligent with a strong attention to detail** - takes extra care with their work, checking and monitoring their own work to ensure accuracy.

**Resourceful** – is able to make the most of what resources are available to them including time, space budgets and their team members' support.

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## KEY TECHNICAL COMPETENCIES

**Work load management** – uses a range of strategies to manage multiple tasks. Candidates understand how to prioritise their work and how it relates to team priorities.

**Understanding of customer service skills** – has experience of working with members of the public can show understanding of the principles of good customer service both externally and internally

**Planning methods**- has experience of planning projects. These could be personal or in a work context, this could be friend's gigs, family parties, and church or community events. This could either be leading or supporting the project. Candidates should describe methods and tools they have used in planning

**IT literate** - has experience of basic computer programmes such as Microsoft office package. Candidates should also describe how they have used other programmes for specific tasks and to what level. For example Basic Photoshop skills used to edit photos.

**Written skills** - Has good written language skills with experience of writing in a professional or study context. Experience of producing persuasive or promotional writing for marketing purposes would also be an advantage.

**Telephone Skills** - Has a confident and professional manner when speaking on the phone. Has experience of answering phones and fielding enquiries from the public.

**Good verbal communicator:** Is able to demonstrate good verbal communication skills. The candidate should be articulate and clear with a good standard of English. It would be an advantage if they have experience of either giving presentations, working with the public, using persuasive language, teaching or explaining things.

## How to apply to STEP

STEP is an innovative access scheme which offers paid jobs alongside personal training and development. The programme brings together a group of leading creative and cultural sector employers to host interns on the London Living Wage for 12 months. Interns will be placed with two organisations per year. Candidates will begin with a six month internship hosted by one of the organisations, advancing to another host organisation after six months.

The application process will be conducted in three parts. Firstly you will submit application which if shortlisted will be followed by an assessment event. Candidates will then be selected to attend interviews with employers. At assessment, candidates will be able to apply for preferred organisations and preferred roles. You can indicate interest in two programme strands on the online form.

You may wish to submit an application in another format perhaps video or audio. You will still need to answer all the questions on the application form. If you would like to do this we advise you contact us first. Please call 0207 608 2120 or email [createjobs@anewdirection.org.uk](mailto:createjobs@anewdirection.org.uk)

**Deadline: 31st August 2017 (time)**

## Assessment day and Interviews Early September 2017

### Contracts expected to start Early October.

If you require any further help with your application you could also attend one of our open sessions which will be held on

- Wednesday 2nd August, 2-4pm
- Thursday 10th August, 2-4pm

Sign up via the Create Jobs website

### Person specification

Here is definition of the skills and attributes that employers are looking for in prospective interns. We have separated the attributes into hard skills which is technical knowledge needed across the programme's roles and soft skills which are personality traits that best suit these positions. These are common to all entry level roles available as part of the programme.

To be shortlisted applicants should demonstrate as many of the points on the specification below to be accepted on to the internship scheme.

Don't be daunted if you can address every point. Give us a call and we'll talk you through how you can evidence your suitability. Call us or attend an info session.

### Key attitudes and competencies

**Responsible:** candidates should show where you have taken on responsibility within a work or personal context.

**Works well in a team:** candidates should give an example of how you have worked well in a team to produce something, this could be a group project in education, an event or party or a fundraising campaign, or a sport. What was your role, contribution and outcome?

**Creative and critical thinker:** candidates should describe some of their creative interests and how you have contributed creatively to a project. We would like to see evidence of how you have questioned assumptions, analysed problems and used your imagination to create direct a project.

**Willing to engage:** candidates should give examples of activities you are involved in that are outside of work and study. Give examples of occasions when you've actively taken part in an event or project for example: staging a gig with friends.

**Attention to detail:** candidates should provide examples of activities you have completed either through work or study where it has been important that you manage data and information accurately.

**Resourceful:** candidates should give examples of how you've achieved goals with limited resources (eg time, money or space)

### Key technical competencies

**Digital Media and Social media promotion.** Candidates should describe how they have used social media to promote an event or product or to platform their creativity. How have you used social media to reach beyond friends and family This could be using WordPress, Instagram twitter or facebook etc .

**Work load management:** candidates should show how you manage multiple tasks giving examples of tools or methods you use.

**Understanding of customer service skills:** candidates should demonstrate how you approach good customer service. You should demonstrate how you understand what good customer service looks like. You may like to describe examples of good service you have offered.

**Planning methods:** candidates should demonstrate times when you have planned and delivered a project or event and tools you used to increase their efficiency. This could be a party, gig or sport event, even as part of a team (explain your role).

**Digital literacy:** candidates should give examples of where and how you have used IT. Candidates should list computer programmes you know describing the standard you feel You are working to. For example I have used Excel to a basic level to manage a list of contacts.

**Accuracy and attention to detail:** candidates should show how you maintain an accuracy when working on tasks.

**Written skills:** candidates should demonstrate a good standard of written English, giving examples of times when you have been required to write in formal English to a high standard. For example copy writing, blogs, managing Facebook or web content.

**Telephone Skills:** candidates should demonstrate that you are confident when answering the phone in a professional context. You need to show times where you've taken messages, resolving questions and being helpful.

**Good verbal communicator:** candidates should demonstrate their ability to communicate with clarity and purpose. This might be giving presentations, working with the public, using persuasive language, teaching or explaining things.

## Attitudes

We are looking forward to meeting all applicants and will be hoping to see these attitudes at interview, open days or in the stories you tell in your application. These are; self-motivated, enthusiastic, adaptable, proactive, open minded, empathetic, hardworking, flexible, an interest in the arts, professional, curious, diplomatic, diligent, humble, and discrete.

## Shared Training and Employment Programme Strands

STEP offers two distinct internships across two areas of work. You will begin with a six month internship hosted by one of the partners and advancing to another host organisation after six months. The roles will be separated into four programme strands.

These are:



Production and events

Gallery curation and programming

Community arts and engagement

Digital content production

The following strand descriptions are a reflection of the types of roles that we will be recruiting as part of STEP. You should not be treated as a defined Job Description. Full job descriptions will be provided as interns are selected for specific host vacancies.

### **Production and events**

#### **Duties include:**

Assisting with arrangements for tour logistics including travel and accommodation bookings, arranging expenses and organising auditions.

Supporting events such as workshops and rehearsals by setting up rooms with audio and visual equipment, booking catering and hiring rooms. As well as managing lists of attendees and coordinating communications associated with events using tools such as Eventbrite.

Supporting internal communications for all members of the company for example; producing information booklets

Supporting the marketing of production and events including producing marketing material and copy for promotion.

Sending out mail outs and building up databases of contacts.

### **Gallery curation and programming**

#### **Duties include:**

General administration to support the delivery of the gallery programme including arranging meetings, booking travel and writing ad hoc letters.

Providing support to visitors attending the gallery. Offering positive and welcoming customer's service, assisting with gallery income generation and dealing with enquiries from the public.

Providing event and project management support where required, including setting up events, monitoring and processing evaluation data.



Support the business and administrative requirements of the gallery including managing calendars, maintain databases, assisting in mailings, updating filing records and responding to enquiries by phone email and post.

### **Community arts and engagement**

#### **Duties include:**

Assisting the Project Manager on the development of outreach programmes. These may be projects aimed at encouraging different parts of the community such as youth groups or elderly community members to take part in projects relating to the wider artistic programme.

Supporting events and workshops as part of the community programme. This may include room set up, promotion, catering and equipment resourcing or managing attendee lists.

Assisting with the mapping of existing and potential future community relationships. Helping the team to create good links with various local community groups through marketing, attending events or meeting key local community professionals. Including database management, mailing lists and briefing groups.

Assisting the project manager with the collation of evaluation information. This may include collating data about attendance, or gathering feedback.

### **Digital content production**

#### **Duties include:**

Support the production of digital content for the host organisation, across digital media, including film, photography, audio, and content for social media.

Responding to a range of enquiries relating to content production including requests by phone or email in professional manner.

Providing a range of technical assistance to team members in production or post-production duties, by being engaged in team work around producing a range of content from learning content, live event capture, research/innovation content and marketing content.

Taking an active role in learning the required skills to support content production duties such as long-form digital capture methods, transfer and upload of long-form digital assets, and learning live event, production and post production workflows.

Assisting the monitoring of all content production equipment and keeping affiliated office equipment tidy and in a safe and secure order, reporting anything missing, damaged, or of a security concern.

Good luck with your application. We strongly recommend you contact us to attend an information session for lots of advice on how to apply. If you get in touch early we could even help you get a bit of work experience to add to your application.

STEP

Any questions please call 020 7608 2132 or

Email: [createjobs@anewdirection.org.uk](mailto:createjobs@anewdirection.org.uk)



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of fashion

