

Summer Show Supervisors

Role profile: Summer Show Supervisor

Closing Date: 5pm, Monday 3 June 2019

Location: Craft Scotland Summer Show, Second floor, Fringe Venue 205, White Stuff, 89 George Street, Edinburgh EH2 3ES

Responsible to: Project Officer

Contract:

10-15 day temporary contract – all days to be worked between 29 July – 27 August 2019*

20 day temporary contract – all days to be worked between 29 July – 27 August 2019*

*an additional training day on Wednesday 24 July 2019 is mandatory to attend. Applicants who are not available to attend on this date cannot be considered

Hours: All days will be scheduled between 29 July - 27 August 2019, plus one mandatory day on Wednesday 24 July 2019. Supervisors may be expected to work at the opening Private View, 5 - 8pm, Thursday 1 August 2019.

Weekend working will be required and working hours will vary depending on the day – see show opening hours for information. One hour unpaid lunch break.

Opening Hours:

Monday	10:00 - 18:00
Tuesday	10:00 - 18:00
Wednesday	10:00 - 18:00
Thursday	10:00 - 19:00
Friday	10:00 - 18:00
Saturday	10:00 - 18:00
Sunday	11:00 - 17:00

Pay:

10-15 day contract - £71 per day. £710 - £1,065 total fee (including holiday pay)

20 day contract - £71 per day. £1,420 total fee (including holiday pay)

Other benefits:

Discount on purchases in the Summer Show

Making Connections, Creating Opportunities

Craft Scotland, 15 Coburg Street, Leith, Edinburgh, EH6 6ET

Craft Scotland is a company limited by guarantee registered in Scotland no. SC 270245

A registered Scottish Charity no. SC 039491



About us

Craft Scotland is the national development agency for craft. We put makers at the heart of all we do, championing diverse and high-quality contemporary craft. We help people learn about, appreciate and buy craft, promoting the contribution of craft to Scotland's cultural, economic and social well-being.

Through our exhibitions and events programmes, digital platforms and strategic partnerships, we provide leadership for the sector. We create opportunities for makers to develop their creative and business practice, and to exhibit and sell work in Scotland and beyond. We are a registered charity supported by Creative Scotland.

The Craft Scotland Summer Show

The Summer Show is Craft Scotland's annual selling exhibition showcasing the work of over 40 designer/makers from across Scotland. Running for three weeks as part of the Edinburgh Festival Fringe, it gives locals and visitors to the capital the opportunity to see and buy high-quality, original, contemporary craft.

The Summer Show presents a valuable opportunity for makers, introducing their work to a wider audience in a showcase which has been selected by industry experts; Gillian Scott (Director, Craft Design House) and Mhari McMullan (Director, Welcome Home), alongside Craft Scotland's Allyson Gee (Project Officer).

Held on the entire second floor of White Stuff on George Street, Edinburgh, the Summer Show attracts over 5,000 visitors. Now in its seventh year, the Summer Show also hosts a vibrant programme of hands-on, maker-led workshops for adults and young people.

The Summer Show is open to the public from Friday 2 August to Sunday 25 August 2019, with an invitation-only Private View held on Thursday 1 August 2019.

Free admission to the show

The role

Craft Scotland is looking for two individuals with retail experience to supervise the Summer Show. This is an ideal opportunity for those who wish to utilise their existing customer service skills in a creative festival environment.

You'll be surrounded by exquisite pieces of craft and get the opportunity to meet talented makers. Excellent communication skills, and an ability to work effectively as part of a small team are all essential for this role.

The successful candidates will be required to work either 10 or 20 days. Craft Scotland will ask for your availability and a rota will be confirmed in advance of the show. The post will complement the existing Craft Scotland team.

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The successful candidates will ideally have an interest in the craft sector and have supervisor and retail experience. Training will be provided on the work for sale, the makers and craft in Scotland. Training will also be provided on how to operate a manual wheelchair [stairclimber](#) and provide assistance to wheelchair users or those with reduced mobility.

For more information about the show, please see;
<https://www.craftscotland.org/about/projects/summer-show-2019>

Key accountabilities/deliverables

- Providing a friendly, professional and warm welcome to show visitors
- Assisting with set-up and take-down of the show
- Receiving and checking deliveries and ensuring that stock is well maintained and securely stored
- Assisting at the Private View opening
- If required, operating the manual [stairclimber](#) and providing assistance to wheelchair users or those with reduced mobility (training will be provided on Wednesday 24 July 2019)
- Developing and maintaining a thorough knowledge of the makers and items in the show
- Dealing with enquiries and providing information about the works on display, the makers, workshops and craft in Scotland
- Answering queries from customers
- Taking sales and processing card and cash payments
- Dealing with cashing up, including payment reconciliation and day-end reports
- Contributing to the achievement of sales targets by actively promoting workshop tickets and items for sale in the show
- Reporting any discrepancies or problems to Craft Scotland staff
- Ensuring the show is well presented at all times
- Coordinating control of stock, replenishing items in the show as required
- Maintaining the standards of merchandising, display and housekeeping required
- Carrying out surveys with visitors
- Encouraging visitors to sign up to the Craft Scotland newsletter
- Ensuring the security of cash, stock, equipment and property within the show area
- Assisting in workshop set up, including preparation of seating and distribution of prepared materials, if required
- Welcoming workshop participants and directing to the workshop area
- Be committed to health and safety and ensure familiarity with health and safety policies and procedures
- Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues and customers are treated fairly and with respect/dignity
- Be mindful of Craft Scotland's commitment to minimise the impact on the environment, e.g. through efficient recycling and the disposal of all waste at the show

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Key relationships

- Craft Scotland team, including board members
- Customers/general public
- Craft makers
- Craft workshop leaders

Capability profile

Essential skills:

- Experience of working within a customer service or retail environment
- Supervisor experience
- Cash handling experience
- Good numeracy skills
- Excellent communication and interpersonal skills
- Ability to work equally well individually and as part of a small team
- Ability to use initiative and prioritise tasks effectively
- Good general health and fitness will be required as they will be standing for most of the day and may be required to lift large items

Desirable skills:

- Knowledge and appreciation of the craft and design sector
- Experience using iZettle
- Visual merchandising experience
- Experience setting up/taking down an event or exhibition

How to apply

Please apply by submitting a current CV and a covering letter outlining your skills and experience in relation to the job description and capability profile.

Email your application to allyson@craftscotland.org stating 'Summer Show Supervisor' in the title. Please also indicate if you are interested in either the 10-15 or 20 day contract.

Alternatively, please post your application to:

Allyson Gee
Project Officer
Craft Scotland
15 Coburg Street
Edinburgh EH6 6ET

We also ask you to complete our [Equal Opportunities Monitoring Survey](#) (voluntary). This survey can be completed anonymously. It does not form part of your application and will not be used in any part of the selection process.

The deadline for receipt of applications is **5pm, Monday 3 June 2019**.

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Interviews will take place on **Wednesday 12 June 2019** at Craft Scotland, 15 Coburg Street, Edinburgh.

If invited to interview, reasonable travel expenses may be reimbursed for an applicant living out with Edinburgh. Please contact us prior to making any travel arrangements to confirm.

If you have any queries about this post, organisation or the application process please email Allyson Gee, Project Officer, at allyson@craftscotland.org or telephone 0131 466 3873 (working hours 9am - 5pm, Monday – Friday).

Craft Scotland is an Equal Opportunities Employer. If you have any special requirements to complete your application or in order to attend an interview or have any other questions then please get in touch.

Craft Scotland is a Living Wage Employer.

Access

The Summer Show is held on the second floor of White Stuff, this is accessed via two flights of stairs. To access the second floor by lift visitors must request a member of staff to accompany them in the lift to the second floor, from there, there is a small flight steps to reach the Summer Show.

Please note, for wheelchair users or those with reduced mobility a manual stairclimber will be available. This does not accommodate visitors' wheelchairs but will accommodate those who can transfer to the stairclimber. A Summer Show supervisor will be responsible for operating the stairclimber and providing assistance. The Summer Show second floor space is fully accessible throughout.

Visitors can call Craft Scotland on 0131 466 3870 for further information or to discuss their requirements. Pushchairs can be left and the bottom of the second floor steps or alternatively can be carried up the steps.

We welcome assistance dogs and a bowl of water can be provided if requested. Large format labels and magnifying glasses are available on request.

This information is available in large print or as a word document upon request

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