Job Title:	**Cobalt Key Worker** (Aka DIY Hospitality Leader, events management & Arts/music admin)	**Working Hours**	20-37 tbc Flexible to include weekend & late-night working
Location:	Cobalt Studios / 10-16 Boyd Street, Newcastle, NE2 1AP		
Holidays	Statutory holidays, largely to be take in August & over Xmas when the venue is closed	**Date:**	Sept 2023
Collaborates	The Whole Cobalt team, occasionally the Ernest/Ernie team	**Responsible To**	Directors & Operations Manager
Salary	£24k pa pro rata		

Job Benefits/ free entry to Cobalt events, free coffee, access to reduced co-working day rate if the space has room, homecooked plant-based meal on many shifts

COBALT IS COMMITTED TO DIVERSITY AND WE ARE ACTIVELY SEEKING APPLICATIONS FROM THE LGBTQ+IA COMMUNITY, PEOPLE OF THE GLOBAL MAJORITY, MARGINALISED GENDERS AND BACKGROUNDS OF ALL SORTS THAT MAY HAVE MADE APPLYING FOR JOBS HARD IN THE PAST.

We pledge a safe, caring space to work in with hearts & minds open to learning how we can be continually improving employers and a great team.

Applying? / We can accept applications in the following formats

1. By email to hello@cobaltstudios.co.uk
2. By sending a video or voice note to hello@cobaltstudios.co.uk

We would like to know what you can bring to the job and why you would like it**,** following this if we deem you a suitable candidate an interview will be arranged

Job Description/Person Specification

Cobalt is a complex & multi-faceted not for profit, community interest organisation established to nurture communities and to provide affordable, accessible, inclusive culture for all. We provide affordable artists' studios, co-working, meeting rooms, music, arts and education events. In addition, we have further studios and a hospitality offer in development over the next year.

We are a very hands-on DIY organisation with a tiny team working across a wider range of jobs and taking a very broad approach to working in many different ways, often learning skills as we go in order to deliver an ever evolving and very creative project. We are seeking two full time members of the small Cobalt team with multiple skills and an ability to undertake a very flexible approach to their work undertaking a wide range of varied responsibilities across the music venue and the co-working space.

The job is based between working events in the venue & desk top based work in the co-working space. There are two main focal points, firstly very strong hospitality & customer care/service skills and secondly taking a lead on many varied areas of administration & beyond.

Key Responsibilities:

The job involves the following, but this is not an exhaustive list and may change & evolve over time.

- Forward facing co-working reception staffing & hosting
- Forward facing event staffing (bar work, artists hospitality, box office, kitchen work, cleaning)
- Managing co-working diary & co-working customer relations
- Elements of building management including managing cobalt cleaning / ordering cobalt supplies/Monday jobs
- Tenants' bills/Tenants point of contact / Studio meter readings
- Supporting data input for Cobalt accounts /Cobalt payroll
- Managing general Cobalt Enquiries
- Artist's show advancing/Singing contracts /Booking hotels/ Advancing gigs
- Occasional special projects management
- Upholding our safe space and inclusion polices to make sure that Cobalt is a welcoming and safe space at ALL times.

Person Specification:

Key Characteristics

You will have strong people skills, be self-motivated, hardworking, happy to serve and pay attention to detail. You will have a deep understanding of and commitment to our ethos and values. Other required characteristics include resourcefulness, flexibility, collaborative, creative thinking and care in all aspects of work and the ability to cope under pressure, in a calm and efficient manner and to set deadlines?

Key Skills Required.

You will be able to demonstrate the following.

- Experience of the customer service industry,
- Basic IT administration skills, word, excel, outlook etc
- Evidence of organisational skills.
- Evidence of commitment to culture.
- Evidence of strong work ethic.
- Can demonstrate excellent interpersonal skills
- Has the ability to problem solve
- Can effectively manage own workload prioritizing tasks according to the needs of the businesses.
- Excellent verbal and written communication skills
- Self-awareness, authenticity and openness.

Desirable Skills

You'll have:

- Keyholder experience
- Coffee/cocktail making skills
- Adobe Photoshop/premier/In designer/Publisher skills
- Design skills

- At least 5 years' experience within the hospitality sector
- Experience of developing, implementing and maintaining systems and procedures
- A demonstrable track record of working with diverse partners
- Experience of managing staff teams

General

- Engaging in appropriate behaviour at all times, to represent the business in a positive light, upholding company ethos and values at all times including quality service, quality product, and creating a convivial, friendly, kind, warm place to work and visit and care for the planet.
- To support, develop and uphold the companies policy for zero waste
- To support, uphold and develop the companies policy for diversity and inclusion
- To make a positive contribution to a collaborative team, working well together with the wider Cobalt team as well as Ernest/Ernie and with the business owners

Legal responsibilities and policies:

- To adhere to the Company's Employment Policies and Procedures, including the Company's Health & Safety Policy and any other policy that may be in force from time to time.
- To buy in to the Company's ethos and understand the broader interests of the Company's business.
- To undergo appropriate training as required by the Company.
- To understand, maintain and promulgate the workplace ethos at all times whilst undertaking your duties and responsibilities.

It is the intention that this Job Description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business may change, and the jobholder's obligations may vary and develop. This Job Description should therefore be seen as a guide and not as a permanent, definitive and exhaustive statement.
