



**CHATS  
PALACE**

## **JOB DESCRIPTION**

**Position:** The Palace Club Host

**Accountable to:** Director

**TimeLine:** October 2021 onwards (rolling freelance contract)

### **BACKGROUND**

Chats Palace is an inclusive, inter-generational arts centre in Hackney with a key role working to catalyse creative potential across east London. By championing local creativity, dialogue and debate we aim to make a meaningful contribution to the health, well-being, and cohesion of our community through the breadth of our activities and depth of engagement these engender.

Our key focus areas are with those amongst our local community who are marginalised, excluded or without a voice; we deliver projects that combine artistic and social interaction to engender positive, life-long change. Our programme builds on strong foundations with an artist-led creative plan that attracts new audiences, encourages participation, and stimulates creative and professional development.

At a time of shifting demographic and rapid social and economic change, a creative hub that operates as a robust social enterprise is more relevant than ever. Chats Palace is a highly-visible, essential resource for the local population, providing creative and education opportunities to tackle inequalities and offering a welcoming space for community encounter and dialogue.

Chats Palace is a registered charity, and all staff/free-lancers are expected to adhere to the policies of the company: to ensure all building users are treated equally, with respect and with their safety of paramount concern.

### **PROJECT OUTLINE: The Palace Club**

The Palace Club is our highly successful, supportive social hub for local Elders aged 65+ years. It is one element of our larger programme, which reaches out and enables local people to improve their own health and wellbeing while also playing an active part in their community. According to Age UK, more than 2 million people in England aged 75+ live alone, and more than a million older people say they go for over a month without speaking to friends, neighbours, or family. From short term benefits around enjoyment of a shared social event to longer term impact on mental health and wellbeing, we created The Palace Club as the best way to assist our local Elders in becoming more physically, creatively, socially active and engaged.

Launched in Sept 2018, for an initial, highly successful 13-week pilot project, we have now delivered 3 terms (2018-2020) of the Palace Club at our fully accessible building just off Homerton High Street. Each Tuesday session provides a stimulating, enjoyable activity designed to tackle social isolation and improve the well-being of this vulnerable group. At the end of the morning's activities, participants share a nutritious hot lunch – all provided free of charge. In March 2020 we closed our community premises on government instruction and meetings of The Palace Club were suspended mid-programme. From the concerns expressed by our club members at their final session in March 2020, we heard at first hand their very real fears around the impact of quarantine in sliding them back into the very patterns of isolation that The Palace Club had helped them fight their way out from.

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We were able to temporarily alleviate these fears by taking The Palace Club on-line. With Palace Club Digital we worked with over 100 Hackney Elders during successive lockdowns (July 2020 – June 2021) using Zoom as a platform for virtual shared social events including group baking and cookery sessions and a book club. This has been backed up with one-to-one support via phone/email, links to other local support networks as needed including charities delivering food kitchen meals and fetching prescriptions and acting as an emergency contact to Social Services.

With final lifting of restrictions, we are now ready to welcome our Palace Club Elders back into our building and are recruiting a new Club Host to work with them each Tuesday.

## **MAIN PURPOSE OF THE JOB**

The post holder will be the Host for The Palace Club each week, creating a welcoming environment for the Club members and facilitating delivery of the Club sessions by the project partners and practitioners. The post holder will be responsible for the successful administration of the Tuesday sessions including but not limited to:

- Acting as Host for the Palace Club weekly meetings each Tuesday - supporting the project team in
  - delivery of weekly workshop sessions
  - programming of weekly entertainment programme including recruiting artists
  - serving a homecooked lunch meal to all participants, including working with project nutritionist and menu planning.
- Organising transportation for participants including planning routes, hiring vehicles, accompanying on weekly collection and drop-off journeys where appropriate/necessary
- Managing the project diary and event schedule, searching out new partners to create an exciting programme.
- Creating marketing and promotional campaign materials, which will be used by Chats Palace Social Media team to promote Club events and activities, including reaching potential participants

## **JOB RESPONSIBILITIES**

### Strategy and Operations

- Provide input into project management delivery for *The Palace Club* supporting the lead practitioners.
- Work with the Director and the project team to ensure that the broader aims of the project are delivered and that they complement the other cultural activities and opportunities at Chats Palace.
- Work with the Director, FOH & Technical Managers to deliver the project operationally - maintaining and developing the highest standards of production delivery and performance.
- Work with the FOH Manager to ensure the public security, safety and specific Health & Safety event planning and standards are upheld at all stages within the planning and delivery of the project
- Write up a risk assessment for the project.
- Facilitate and contribute to project production meetings and related networking activities and longer-term strategic planning.
- Liaise with Club members in case of delays or other issues. Always have the contact sheet to hand in case of an issue and continually update the contact sheet with any mobile numbers etc. gathered across the course of the project.
- Use the project as an opportunity to embed the aims and objectives of Chats Palace in the long-term life of Homerton to develop the project's ambitions and legacy.

- Wherever practical ensure the Club members are consulted and feel involved in the design, planning and delivery of the project.
- Lead on the recruitment and management of any project volunteers.

#### Workshop sessions

At each weekly workshop session:

- Act as host for The Palace Club, welcoming everyone into Chats Palace
- Have an over-view on running the Club, managing times, and ensuring that everything is on schedule
- Manage volunteers in:
  - Making and distribute hot drinks and biscuits
  - Taking attendance and distributing name labels
  - Serving lunch to community participants

#### Financial

- Work within budget targets set out with Director for the project.
- Ensure requirements are met for all data collection relevant to any relevant funding agreements.

#### Communication and Marketing

- Work with the Marketing team on devising and delivering a promotional strategy for the project, including print, social media and press campaigns
- Work with the Marketing team in the content generation of all project-specific marketing materials, for social media, website, press and PR and all related media communications
- Compile a list of other local projects to signpost for Club members
- Be an ambassador locally to ensure the project becomes embedded in the cultural life of Hackney.

#### Diversity

- Oversee the development and delivery of audience, participants and artist engagement that represents the diversity of Hackney.

#### Quantitative and qualitative evaluation

- Provide data for inclusion in evaluation reports as required
- Ensure that accurate quantitative statistics for all its work outdoors and liaise with external evaluation partners so the successful impact of the project can be reported to funders and key stakeholders.

#### General

- Ensure that Chats Palace' ethos and mission statement are observed in every area of the project team's work.
- Undertake any other duties as agreed with the Director as is appropriate to the post.

#### **PERSON SPECIFICATION**

- Educated to a degree level in a relevant art/administrative subject (position is suitable for recent graduates)
- At least 1 year of experience in arts administration/marketing/venue management
- Knowledge of effective management and development of stakeholder relationships, and an understanding of the needs of successful partnership working.
- Excellent oral and written communication skills
- Ability to handle multiply projects and respond to enquiries quickly and in a professional manner
- A strong understanding of culturally diverse communities and affinity with working with older people.

- Ability to prioritise and work to strict deadlines
- A high standard of organisation and efficiency
- IT skills including Word and Excel and ability to read budgets
- A friendly personality possessing excellent customer service skills

#### **TERMS AND CONDITIONS**

- This is a rolling free-lance contract running from 01 October 2021 (or agreed start date)
- The Weekly Session Fee will be £150.00 (one hundred and fifty GB pounds)
- Reasonable expenses incurred by the post-holder in delivery of the project will be reimbursed subject to prior agreement with the Director
- Place of work – Chats Palace, 42-44 Brooksby's Walk, London E9 6DF
- Normal working hours: 8hrs per week including the specific days/sessions in the project schedule (see below)
- Annual leave and Sick pay are not payable on this contract
- Notice period: 8 weeks

#### Project Schedule

Club sessions: weekly every Tuesday 09.30 – 13.30 (lunch provided)

Project administration: 13.30 – 17.30

*20 September 2021*