



arcola
theatre

May 2015

Application Pack for the role of Front of House Assistant

Thank you for requesting information about this role at Arcola Theatre.

In this pack, you will find the job description and person specification for this post together with an application form and Equal Opportunities monitoring form.

To apply please complete the application form fully and email it to jobs@arcolatheatre.com.

We cannot accept CVs.

Please feel free to save and send the Equal Opportunities monitoring form separately from your application form.

Please do not apply if you do not have the relevant experience as this position is not a 'first step into the industry' role.

Please note that we can only accept applications from people who have a work permit for the UK.

Unfortunately, as we are a charity with limited resources, we will only respond to shortlisted applicants so if you have not heard from us by Friday 12 June your application will have been unsuccessful.

The deadline for applications is 5pm Monday 8th June 2015

Interviews will take place in w/c 15th June 2015

JOB DESCRIPTION

ROLE: FRONT OF HOUSE ASSISTANT

LINE MANAGER: FRONT OF HOUSE & BOX OFFICE MANAGER ARCOLA THEATRE

INTRODUCTION

Arcola Theatre is based in the heart of Dalston, East London and is a National Portfolio Organisation of Arts Council England. Since 2000, Arcola Theatre has developed a dynamic and strong reputation for its high standards of theatre programming, community and creative learning engagement and through its ethos for environmentally sustainable arts practice.

Arcola Theatre it is now considered as one of the most respected arts venues in the UK. Founded by Artistic Director Mehmet Ergen and Executive Producer Leyla Nazli, Arcola Theatre is blazing a trail in artistic excellence and innovative management style. From its in-house productions in its main house studio one, to groundbreaking work in Studio 2, Arcola programming features some of the most exciting directors, actors and writers working in the industry through to residencies from some of the most exciting young companies in the world.

Arcola is much more than an arts venue and runs one of the most extensive multi-cultural community and youth programmes in East London. Arcola Theatre has won numerous awards in its 14 years of operation and most recently this included winning "Most Welcoming Theatre" at the 2015 Off West End Awards. After recent renovation of the building, Arcola Theatre is embarking on an exciting new chapter of its recent history.

PURPOSE OF THE ROLE

Arcola Theatre is now recruiting for a multi skilled Front of House Assistant to assist the front of house team as a Duty Manager and as Box Office staff.

We are looking to recruit an Assistant to support the Front of House team in the smooth running of the Arcola Theatre Front of House operations during show times (Arcola Theatre - Studio One, Studio Two, as well as Studio Three & Four Rehearsal rooms - used for community and creative engagement groups).

The Front of House Assistant role is a key member of the team helping with the smooth operation of Arcola Theatre and liaising with companies (stage Managers, Actors and Creatives) and our diverse audiences visiting our Theatre.

The Front of House Assistant will work with and supervise our pool of Front of House ushers, box office staff and volunteers throughout the matinee/or evening shifts and also any security/door staff working at any events that run in the Theatre spaces. The Front of House Assistant will work as both Duty Manager and Box Office staff where required.

RESPONSIBILITIES

When the Front of House Assistant is working as a Duty Manager, they are responsible for:

- Care and supervision of the public before, during and after performances.
- Representing the theatre to audiences with prime responsibility to ensure their comfort, enjoyment and safety.
- Customer care for patrons with access needs and disabilities.
- Supervising all FOH staff when on duty and ensuring their safety.
- Working with the Front of House Manager and other team members to continually improve customer care for all patrons.
- Dealing with customer complaints quickly, confidently, effectively and appropriately.
- Pre show ushers briefing sessions, ensuring all front of house staff are well informed at all times.
- Performing all Duty Manager Site Checks pre and post shift.
- Reconciliation of monies (for programmes and merchandise) at end of shift.
- Security of FOH area of the building, including switching off lights and securing doors and fire doors at end of shift.
- Writing detailed show reports at end of shift including audience numbers and highlighting any issues and action points.
- In the event of an emergency - ensuring safe evacuation of the entire FOH area of the building (members of the public and staff); liaison with emergency services.
- Being familiar with the fire alarm system and Emergency evacuation procedure (training will be provided).
- Compliance with the theatre's Health and Safety and other policies.
- Attending team meetings and training sessions as appropriate.
- Assisting Front of House manager with organising FOH staff (ushers) rotas.
- Identifying poor performance and acting to tackle issues.
- Recognising and acknowledging good performance.
- Working with the Front of House manager to ensure staff are appraised on a regular basis.

When the Front of House Assistant is working as a Box Office Staff, duties include:

- Taking bookings over the phone and in person, and providing information about upcoming shows
- Providing general information about Arcola Theatre - such as travel directions
- Building offers in Spektrix
- Running reports in Spektrix
- Running Customer Segmentations in Spektrix
- Issuing tickets to customers

PERSON SPECIFICATION:

ESSENTIAL

- Duty Management or supervisory experience in a busy front of house environment.
- Previous Box Office experience in a busy front of house environment.
- Ability to take responsibility and make quick, informed operational decisions as required.
- Ability to think quickly, prioritise and multi-task within a fast paced environment.
- Excellent customer service skills and a good sense of humour even under pressure.
- Flexibility and ability to adapt to changing circumstances
- Ability to engage confidently and pleasantly with a wide range of people.
- Proven ability to manage and motivate a team
- Ability to handle money and accurately record sales.
- Working knowledge of Box Office systems and familiarity with theatre ticketing systems.
- Good working knowledge of Spektrix
- Interest in Theatre.
- Excellent attention to detail.
- Excellent organizational skills.
- Willingness to work evening and weekend shifts (minimum of 3 shifts per week).

DESIRABLE

- First Aid training and certificate

TERMS & CONDITIONS:

Title of post	Front of House Assistant
Hours	Allocated on a shift basis by Line Manager
Duty Manager Salary	£8.00 per hour
Box Office Salary	£6.50 per hour
Contract	Minimum of 16 hours a week

Typical work pattern as Duty Manager 5pm - 11pm (Mon - Fri)
12 - 11pm (Saturdays)
Some Sunday shifts also available

Typical work pattern as Box Office 12.15pm-8.30pm (Mon - Sat)
Some Sunday shifts also available

APPLICATION PROCESS:

Application by submission of Arcola application form, via email to Charlotte Croft, Front of House and Box Office Manager at: jobs@arcolatheatre.com.

Deadline for applications is 5pm Monday 8th June 2015
Interviews will take place on w/c 15th June 2015