

NEW VIC THEATRE



Production: Astley's
Astounding Adventures 2018

**Casual Car Park Attendant
Information Pack
September 2018**

WELCOME

Thank you for your interest in the post of Casual Car Park Attendant at New Vic Theatre.

We are looking for Casual Car Park Attendants to staff our busy Car Park on our performances. As one of the first point of contact for our audience when they come to a performance, you will use your excellent customer services skills to make their experience here an enjoyable one.

JOB DESCRIPTION AND ROLE INFORMATION

JOB TITLE: CASUAL CAR PARK ATTENDANT

Responsible to: Front of House and Visitor Services Manager

GENERAL FRONT OF HOUSE DEPARTMENT INFORMATION

The New Vic Theatre is a non-profit organisation. The theatre has an auditorium with an overall seating capacity of 605, a small Studio Theatre, a Café, bar and shop. Alongside the main house programme the theatre has an active Education department, Outreach department Borderlines reaching 150,000 people a year and the Appetite audience development programme.

The Car Park Attendants are part of the New Vic's Front of House department. This department is responsible for the public operational aspects of the theatre's performances and ensure that visitors are provided



with a welcoming and safe environment. The New Vic recognises the importance of excellent customer care and that every interaction with its customers is crucial in ensuring their whole experience is positive. The Car Park Attendants are often the first staff member customers meet and therefore play an important role in welcoming audience members on to the premises.

ROLE PURPOSE

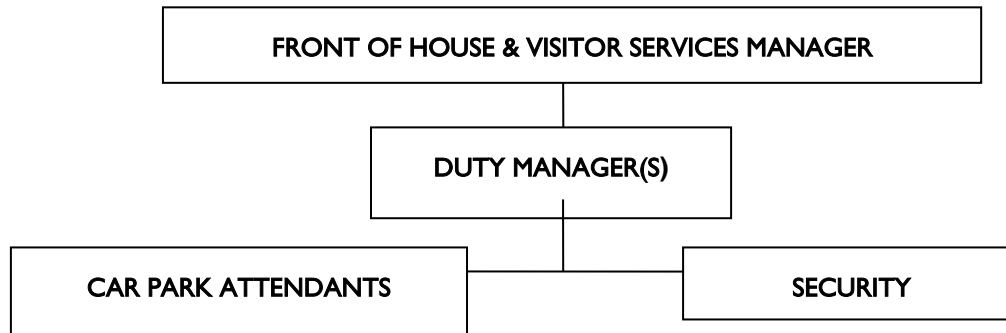
The Car Park Attendant is a valued member of the New Vic Theatre. As a trust run Theatre the revenue that the car park generates is invested into the running of the Theatre, maintenance of the building and putting together new productions.

The role of the Car Pak Attendant is extremely important to ensure our audiences visit to the theatre is a pleasant and trouble-free experience.

The responsibilities of the position are two fold:

- The Car Park Attendant has a key role in ensuring a high level of customer care as they are the first point of contact for our patrons.
- The Car Park Attendant will work with the Theatre Fire and Security Warden and Duty Manager to ensure the security of the car park, the patrons and the building in general.

LINE OF REPORTING



SHOW DUTIES

Pre In-Coming

- Check with Box Office and Duty Manager for any specifics to that evenings performance.
- Collect float, tickets and radio.
- Collect and wear New Vic florescent jacket or tabard.
- Erect all signage in position.
- Check the car park for any problems and assess the number of car park spaces remaining.

In-Coming

- Collect payment from patrons and issue tickets on arrival.
- Advise patrons where to park if necessary.
- Assist disabled patrons and direct to reserved spaces as appropriate.
- Answer any queries or questions asked by patrons if able. If in doubt contact the Duty Manager.
- Monitor number of available spaces during in-coming.
- Close car park when full if necessary.
- Advise patrons on alternative parking when closed.

Start of Show

- Ensure that the float is given to the Duty Manager.
- Collect and put away all signage.

During Performance

- Carry out patrol of car park approximately every 15 minutes.
- Collect and store traffic cones from the car park as necessary.
- Report any problems to the Duty Manager.
- Report any damage to public or New Vic property to the Duty Manager.
- Complete the Car Park Report.
- Carry out instructed duties in the event of emergency services being called.
- Any other duties as requested by the Duty Manager.

End of Show

- Return protective clothing and radio.

MATINEES

- Duties are as for an evening performance with the following exceptions:
- No charge is made (free parking)
- Signage relating to car park charges do not need putting out.

OTHER DUTIES

- To carry out all of the above while conforming to all aspects of the New Vic Health and Safety policy.
- The above list is by no means exhaustive. The Car Park Attendant is expected to work with and for the Duty Manager undertaking any task as requested in order to provide the highest level of service and security to our patrons and their vehicles.

PERSON SPECIFICATION CASUAL CAR PARK ATTENDANT

The following represent the essential and desirable attributes for the post of Casual Car Park Attendant

Essential Criteria	Desirable Criteria
<ul style="list-style-type: none">• Excellent Customer Care Skills• Ability to work flexible and unsociable hours• Ability to cover shifts at short notice• Calm, organised, efficient and thorough	<ul style="list-style-type: none">• Interest in Theatre and the Arts• Experience of dealing with members of the public and providing good customer care

OUTLINE TERMS AND CONDITIONS INFORMATION

The post of Casual Car Park Attendant is offered on a casual/zero-hours basis.

SALARY

The rate of pay for this post is £7.83 per hour. There is a minimum two hour call, therefore you are paid for two hours even if you work less than two hours.

The salary is paid weekly in arrears by credit transfer on Fridays.

Holiday pay is calculated and paid on a quarterly basis.

HOURS OF WORK

Your hours will be scheduled by the Duty Manager in advance. As a casual employee you are not guaranteed a minimum number of hours per week. Prior notice of a shift will be given, however you may be asked to cover at short notice.

Evening Performances

Two Car Park Attendants are required for each evening performance. For a normal 7:30pm performance, one shift begins at 5:45pm until 7:45pm and the other starts at 6:30pm until approximately 15 minutes after a performance ends (usually no later than 10:30pm). The rota will specify which Attendant is working the late shift and which Attendant is working the early shift till 7:45pm.

For Matinee/Afternoon Performances

Generally one Attendant is required for a matinee performance, for a maximum of two hours. Matinee shift begins at 12:30pm for a 2:15pm performance

The Theatre is not generally open on Sundays and public holidays. On the rare occasions that it is open and you are scheduled to work, you will be paid at double time for the hours worked.

GENERAL

All eligible staff are automatically opted in for the New Vic's basic pension scheme under auto enrolment legislation. The employee makes a contribution of 3% and the New Vic will contribute 2% of qualifying earnings.

All offers of employment are subject to the candidate being able to provide suitable proof of their eligibility to work in the UK, references and medical declaration.

NEW VIC THEATRE INFORMATION

Our mission is to make excellent theatre with a social impact.

‘Staffordshire’s New Vic proves what a regional theatre with ambition and imagination can do’. **The Guardian**



The New Vic is one of the country's most successful producing theatres and a key part of the region's cultural life, engaging over 150,000 people each year. We deliver a programme of international-class work made with local audiences in mind, complemented by award-winning community programmes and education work reaching around 25,000 people of all ages each year. Built in 1986 as Europe's first purpose-built theatre-in-the-round, the theatre has a special role to play in the architectural heritage of theatre development. We seek through all our work to help make our local community a better, safer and more inspiring place to live and work.

We explore new and exciting theatre through a continued programme of investment in artistic development. Our busy programme includes both award-winning, in-house work and touring productions. We produce around 8 in-house or co-produced shows a year. We have in-house set, props and costume workshops with permanent staff teams. Our in-house programming includes our acclaimed Christmas show, drama and new writing, and our co-producing partners include amongst others Royal Exchange Manchester, Kenny Wax Family Entertainment, Oldham Coliseum, Bolton Octagon and Dukes Theatre Lancaster.

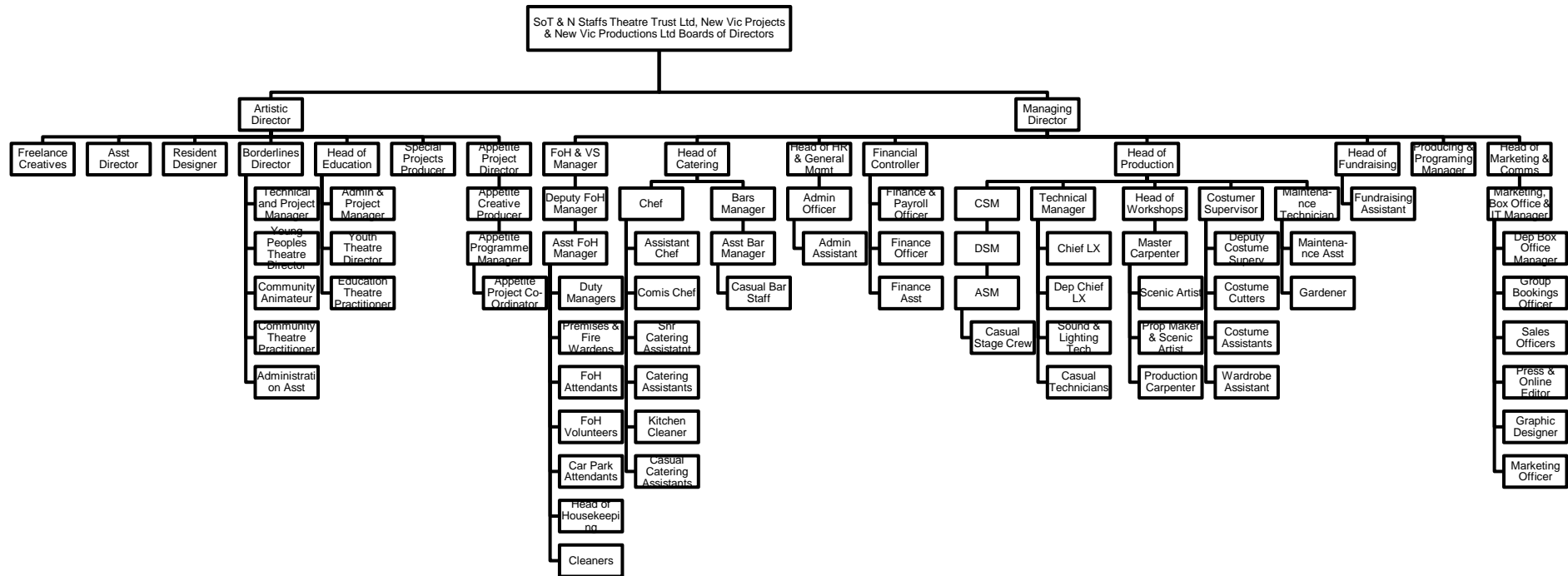
Theatre-in-the-round is a democratic ideology, it radiates through all our work ensuring that the local communities of Staffordshire and Stoke-on-Trent have a sense of ownership and engage with the theatre at every level. As one of only a few local arts organisations, our award-winning New Vic Borderlines, and New Vic Education departments ensure we are key to the cultural life of the region. Alongside this the theatre leads, Appetite, an Arts Council England Creative People & Places programme, to engage more people in Stoke-on-Trent in the arts.



Other recent achievements include a successful UK tour of *Around the World in 80 Days* (in partnership with Kenny Wax Family Entertainment), winning the 2017 UK Theatre Award for Best Show for Children & Young People for our production of *The Snow Queen*, becoming the first building based theatre company outside London to become a National Theatre Studio Affiliate and receiving critical acclaim for our productions.

The New Vic is a registered charity with a turnover of £3.5 million and operates thanks to a unique partnership between Arts Council England, Newcastle-under-Lyme Borough Council, Staffordshire County Council and Stoke-on-Trent City Council.

THE NEW VIC



YOUR APPLICATION

Thank you for expressing an interest in the position of **Casual Car Park Attendant** at the New Vic Theatre.

Closing date for applications – Noon on 1 October 2018.

The New Vic aims to attract, develop and retain the best talent for all roles and will always appoint based on merit. We consider that diversity is good for the art we make, good for artists, good for audiences, and good for the cultural sector. We welcome applications from all sections of the community, particular applicants with a disability and those from and Black Asian minority ethnic (BAME) background as currently these groups under represented across our entire workforce.

HOW TO APPLY

Please return your application form and equal opportunities form by post to me at New Vic Theatre, Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG or by email to recruitment@newvictheatre.org.uk using the subject line **Car Park Attendant**. Shortlisted candidates that have emailed their application to us will be asked to sign their application form at their interview.

In accordance with good equal opportunities practice, section 1 and the equal opportunities monitoring form will be separated before short listing. Please ensure that all questions on the application and equal opportunities monitoring form are fully completed. The short listing panel will make their decisions based solely on Section 2, without access to any personal information.

Ensure that your application contains details of relevant experience and the qualities that specifically relate to the person specification on **page 4**. Please do not submit a CV, pre-prepared references or covering letters as these will not be used during short listing.

Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with your application and in the recruitment process. Once this process is completed the data relating to unsuccessful applicants will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, your application form will be retained and form the basis of your personnel record. By signing and submitting your completed application form you are giving your consent to your data being stored and processed for the purposes of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate.

To find out more about the New Vic Theatre visit our website www.newvictheatre.org.uk. If you have any queries regarding the vacancy please email recruitment@newvictheatre.org.uk or call 01782 381371.

With thanks once again for your interest.

Yours sincerely



Tracey Wainwright
Head of HR & General Management