

NEW VIC THEATRE

Production: Wind in the Willows 2018



**Front of House Assistant
Information Pack
December 2018**

WELCOME

Thank you for your interest in the post of Front of House Assistant at New Vic Theatre.

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.

See our website at www.newvictheatre.org.uk to learn more about our work.

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.



“standing ovation for this beautifully-executed magnificently preposterous romp”
★★★★★ The Independent for *Around the World in 80 Days*

““A joyous family show...Stupidly ambitious and gorgeously inventive ...””
★★★★ The Guardian for *Astley’s Astounding Adventures*

“one of the most impressive hours I’ve spent in the theatre”
★★★★ The Observer for *Dracula*

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.

JOB DESCRIPTION AND ROLE INFORMATION

JOB TITLE: FRONT OF HOUSE ASSISTANT

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 595 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 Front of House Assistant works as 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. Working across different areas of the department this role plays an important role in welcoming audience members on the premises.

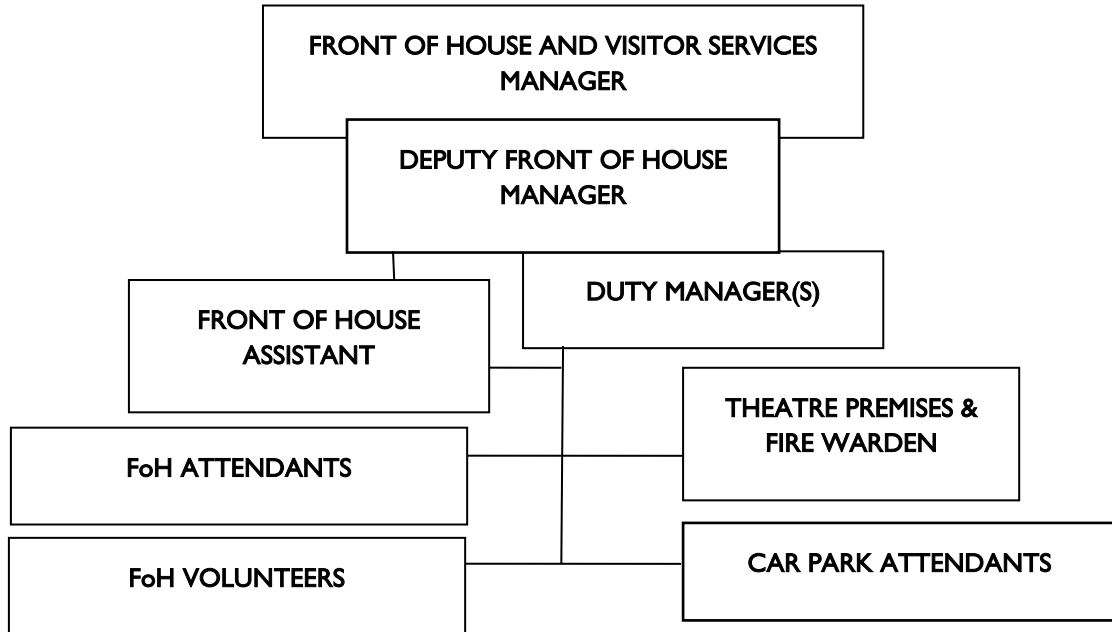
GENERAL INFORMATION

The role of the Front of House Assistant assists the Front of House department with the smooth running of the shows and providing flexible operational cover for various roles within it. As such the role will be varied and require them to be trained in fulfilling various positions and tasks within the department, including:

- Support FoH Manager &/or Deputy with public performances, conferences events etc. as well as general assistance with the running of the department.
- Provide cover for Theatre Premises & Fire Warden including building lock up
- Provide cover for FoH Attendants.
- Undertake the role of Duty Manager on public performances.

The successful applicant will be a confident, approachable individual who understands the need for first class customer care and how to deliver it. They will be required to be versatile and adapt to changing situations and departmental needs whilst maintaining high standards.

LINE OF REPORTING:



GENERAL DUTIES

- To assist the Front of House Manager and other members of staff to ensure the smooth running of Front of House activities.
- Work alongside the Duty Manager to ensure the smooth running of performance and events.
- Ensuring that the theatres gift shop is well stocked and presentable, assisting with stock takes and stock control.
- Cover on average one/two Attendant shift per week.
- Assist with maintaining levels of cleanliness so that the FoH areas are tidy and presentable at all times.
- Promptly report any maintenance issues.
- Remain vigilant to any potential Health & safety risks or breeches in security.
- At all time to respond courteously to general enquiries and deliver first class customer care.

SHOW DUTIES: ATTENDANT

Front of House Attendants are employed to work as ushers supporting the Duty Manager and helping supervise the New Vic Volunteers (Vols).

- Attend the pre-show Front of House meeting.
- Take part in an evacuation drill led by the Duty Manager.
- Man the reception desk, sell programmes, merchandise, gifts etc.
- Monitor the audience and deal with or report any issues to the Duty Manager.

- Assist any audience members who need to leave the auditorium during the performance and again when re-admitting them.
- Be aware of the Volunteers needs and behaviour and report any issues to the Duty Manager.
- Ensure all show related issues, as set out in the pre-show briefing, are adhered to.
- To carry out an active role during evacuations.
- During performance the Assistant must remain be vigilant to audience behaviour and physical issues that could potentially cause disruption, injury or affect the audiences enjoyment of the performance, or contravene stipulations within the theatre's license.

SHOW DUTIES: THEATRE PREMISES & FIRE WARDEN

The Theatre Premises and Fire Warden is employed in order to comply with the Theatre's Licences. The Warden has a 'Roaming Brief' to ensure the security of the building along with the safety of the patrons and staff. The warden is responsible for the evening security and the final lock up of the building.

- Ensure that all necessary lighting, including emergency lighting and exit signs, both inside and outside are on and working correctly.
- Ensure that all Emergency Exits are free of obstructions and are clearly lit.
- Ensure that all fire extinguishers are free of obstructions, in apparent good working order and correctly located.
- Check that all fire doors are closed and not propped open.
- Following the building inspection, complete the pre-show check list, recording any faults or observations.
- Ensure that all public areas are ready for performance, making sure that the foyer area is ready to receive the public.
- During the incoming, interval and end of show a presence must be maintained in the foyer to deal with enquiries from members of the public, answer telephone calls and take messages.
- Man the reception desk, sell programmes, merchandise, gifts etc.
- Carry out regular walks of the theatre to ensure that all Fire Doors and External Doors are closed.
- To respond to telephone and general enquiries.
- Check that the building is clear of members of the public and staff and that all areas are secured, and there are no hazards before the building is locked.
- Act as Fire Warden during public performances and assist the Duty Manager as necessary in the event of an evacuation.
- Set intruder alarms & lock the building.

SHOW DUTIES: DUTY MANAGER

The ideal candidate will demonstrate a sufficient degree of confidence and common sense that will enable them to undertake the role of Duty Manager once the necessary training has been provided. The Duty Manager has overall responsibility for the building and the safety, welfare and comfort of everyone in it.

- To ensure all public areas of The New Vic including the Auditorium are well presented whenever the building is open to the public.
- To ensure the highest standard of Customer Care is provided.
- To ensure that all theatre-licensing requirements are met during the performance, having particular regard to safety, fire and environmental regulations.

- To liaise with Box Office and Catering departments regarding any specific requirements for each show.
- To ensure that Front of House Staff are aware of emergency procedures and able to implement these at all times. To undertake evacuation drills to ensure that emergency procedures are being properly adhered to.
- To manage and supervise Front of House Attendants, Theatre Premises and Fire Warden, Car Park Staff and Volunteers.
- To be responsible for the sale of programmes and shop merchandise by the Front of House Staff.
- To prepare nightly managerial reports on all Front of House activities.
- To cash-up and complete an end of day sales report for car park, programmes and shop sales.

OTHER DUTIES

- The list of duties is by no means exhaustive. The Front of House Assistant will be required to work with the Front of House & Visitor Services Manager, Deputy Front of House Manager or Duty Manager following guidelines as set out by the Front of House Manager to ensure the continuing safety and security of the building.
- Assisting the Front of House & Visitor Services Manager, Deputy Front of House Manager or Duty Manager in the implementation of license requirements and ensuring regulations aren't infringed by members of the public.
- Any other reasonable tasks or duties as requested by the Front of House & Visitor Services Manager or Duty Manager.



PERSON SPECIFICATION FRONT OF HOUSE ASSISTANT

The following represent the essential and desirable attributes for the post of Front of House Assistant.

Essential Criteria	Desirable Criteria
Experience	
<ul style="list-style-type: none"> • A proven record of delivering high quality customer care • Cash handling experience • Experience of dealing with customer enquiries/complaints 	<ul style="list-style-type: none"> • First Aid Certificate • Experience of working with volunteers • Experience of working in a Theatre or leisure environment
Skills and Knowledge	
<ul style="list-style-type: none"> • Excellent communication skills • A polite and friendly manner • Smart Appearance • Ability to work as a member of a team • Ability to deal with the public in a calm and confident manner • Ability to remain calm under pressure • Good punctuality and reliability • Ability to work with minimum supervision 	<ul style="list-style-type: none"> • Understanding of Equalities Act
General	
<ul style="list-style-type: none"> • Ability to work flexible shifts & unsociable hours • A demonstrable interest in theatre 	<ul style="list-style-type: none"> • Available to start immediately

OUTLINE TERMS AND CONDITIONS INFORMATION

The post of Front of House Assistant is offered on a part time, permanent, annualised hours basis.

SALARY

The salary for the post is £18,116 pro rata (£9,058.40 based on 20 hours per week). The salary is paid monthly by credit transfer on the last Friday of each month.

HOURS OF WORK

This is offered on an annualised hours contract of 1040 hours per annum. The annual hours are calculated on an annual basis from 1 April to 31 March.

The post holder will work an average of 20 hours per week Monday to Saturday scheduled on a rota basis. During the New Vic's Christmas show run (Nov-Jan) this role will be required to work above average hours.

In certain circumstances, we may ask you to work on Sundays and Bank Holidays.

The monthly rota will be completed and distributed by the Front of House and Visitor Services Manager in advance.

Shifts will predominantly be in the evening though some day time hours will be required too. The role will involve working regularly on a Saturday and flexibility is required to cover shifts at short notice due to illness etc. You will be required to work flexibly according to the requirements of the role and therefore your start and finish times may vary.

Your meal break is unpaid and will normally be 30 minutes or one hour.

Any hours in addition to your normal hours are to be agreed in advance with your manager.

Your working hours from annual bank will be calculated as follows;

Hours at single time

Hours worked between 8am and midnight

Hours at time and a half

Hours worked over 40 in anyone week

Hours at double time

Hours worked from midnight to 8am.

Any hours worked on Sunday or bank holiday

Hours worked on a Sunday or bank holiday will be paid at double time.

Additional hours worked over 1040 per annum are paid at single time

HOLIDAY ENTITLEMENT

The holiday entitlement for this post is 112 hours per annum including bank holidays. This is based on a full time equivalent of 4 weeks, plus 8 days bank holidays pro rata.

On bank holidays not worked, 4 hours of leave will be deducted from your annual leave entitlement

Where holiday entitlement is taken other than in complete weeks the contracted working hours for such weeks shall be reduced by 4 hours for each working day so taken.

The holiday year runs from 1st April to 31st March

PROBATIONARY & NOTICE PERIOD

The probationary period for this post is 6 months.

The notice period during the probationary period is 2 weeks. Following successful completion of probationary period the notice period is 4 weeks.

TRAINING

The Front of House Assistant will be asked to undertake training when necessary. Training for this role will be provided by senior members of the Front of House team.

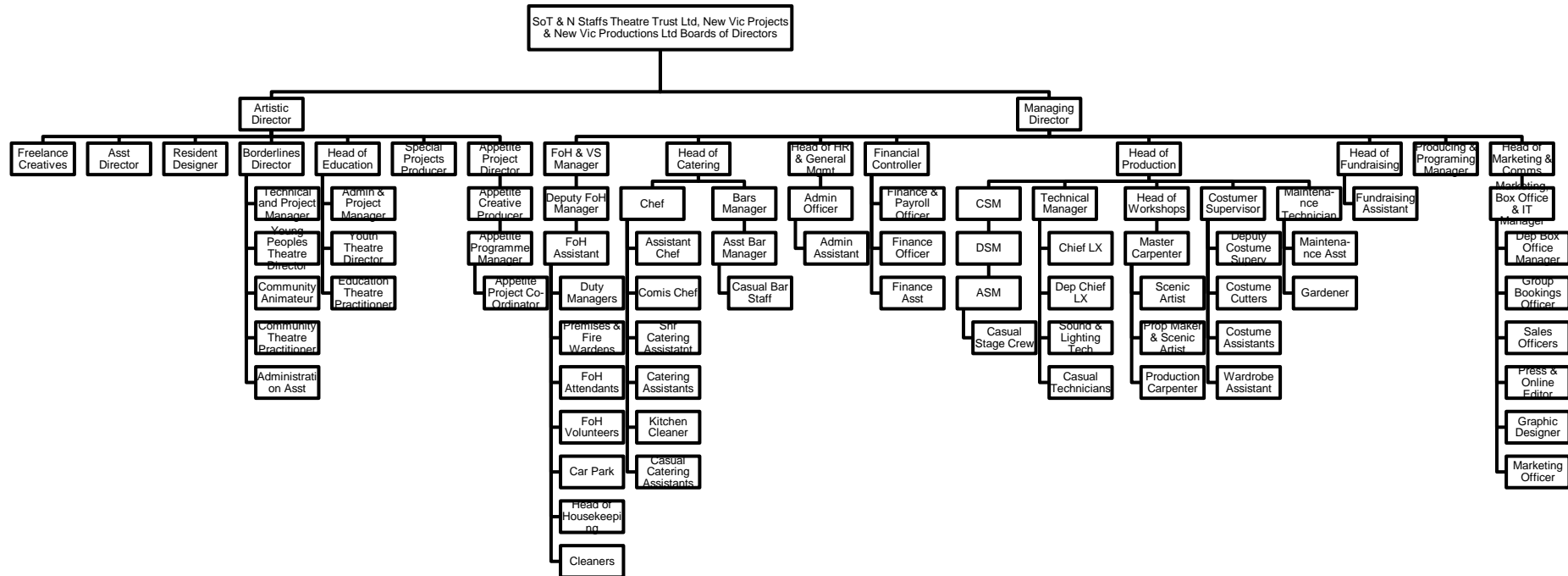
GENERAL

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. From April 2019 this will rise to 5% employee contribution and 3% New Vic contribution of qualifying earnings.

Following the qualifying period the company will makes a contribution of up to 5% of basic salary matching the employees own contribution. Full details including qualifying period and joining dates are listed within the company handbook

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

THE NEW VIC



YOUR APPLICATION

Thank you for expressing an interest in the position of **Front of House Assistant** at the New Vic Theatre.

Closing date for applications – 10am on Friday 21 December 2018.
Interviews – Thursday 10 January 2019.

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 an Black Asian minority ethnic (BAME) background as currently these groups under represented across our workforce.

HOW TO APPLY

Applications should be made using our standard application form. In accordance with good equal opportunities practice, section 1 of the application form and the equal opportunities monitoring form will be separated before short listing. Please ensure that all questions on the application and equal opportunities monitoring forms 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 8. Please do not submit a CV, pre-prepared references or covering letters as these will not be used during short listing.

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 **Front of House Assistant**.

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.

FURTHER INFORMATION

If as part of your scoping process you'd like to visit the theatre to see our work, Louise Grattage, Administration Assistant or Hayley Underwood, Administration Officer can organise two comps for any performance, subject to availability. Please contact them on the recruitment number below.

Also, if you would like a confidential and informal discussion about the position before applying, please contact David Sunnuck Front of House and Visitor Services Manager, on 01782 717954

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

A handwritten signature in black ink, appearing to read 'T. Wainwright', with a large, sweeping flourish extending to the right.

**Tracey Wainwright,
Head of HR & General Management**

