# **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 in the round and*

*be a force for positive change in our region.*

Our vision is of a theatre which:

* Makes distinctive theatre in distinctive spaces
* Increases engagement with the arts, especially among young people
* Nurtures artists and the artform
* Showcases Staffordshire and Stoke-on-Trent as places where creativity and excellence thrive
* Inspires local pride, making this a better place to live, work and do business
* Works in partnership with Arts Council England and Local Authorities to make investment go further and achieve more

The New Vic is one of the country's most successful producing theatres and a key part of the region's cultural life, engaging 150,000 people each year. We deliver a programme of international-class work made with local audiences in mind, complemented by an award-winning community programme, and education work which alone reaches around 25,000 people of all ages per 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 recognise our responsibility to provide tangible returns for the public investment we receive, and therefore seek through all our work to help make the 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.

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 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. We are committed to increasing aspirations, empowering communities to tackle complex social issues and making a real difference in an area that experiences serious deprivation.

Other recent achievements include becoming the first building based theatre company outside London to become a National Theatre Studio Affiliate and receiving critical acclaim for our productions of *Around the World in 80 Days* and *Dracula.*

“standing ovation for this beautifully-executed magnificently preposterous romp”

★★★★★ The Independent for *Around the World in 80 Days 2014*

“the first half is one of the most impressive hours I’ve spent in the theatre for months”

★★★★ The Observer for *Dracula* 2015

The New Vic 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**

#### front of house DEPARTMENT information

The Theatre as it is now was built in 1986 with the help of funds raised by the local community. The New Vic Theatre is a non-profit organisation. In addition to the revenue from our shows, we receive grants from West Midlands Arts and from Local Authorities. The money contributes to future productions and the development of the outreach work that plays such an important role in the local community.

The New Vic Theatre comprises of an auditorium with an overall seating capacity of 605, the Studio Theatre, a restaurant, sweet shop, two public bars, and the shop. Backstage there is the Drum, the Atrium, workshops and the Theatre Offices.

#### Line of Reporting:

**DUTY MANAGER(S)**

**THEATRE PREMISES & FIRE WARDEN**

**FoH ATTENDANTS**

**FRONT OF HOUSE MANAGER**

**DEPUTY FOH MANAGER**

**CAR PARK ATTENDANTS**

**FRONT OF HOUSE ASSISTANT**

**FoH VOLUNTEERS**

#### General Information

The role of the Assistant has been created to assist the Front of House department with the smooth running of shows, providing flexible operational cover across the department. As such the Assistant’s role will be varied and require them to be trained to fulfil various roles 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.
* After full training, 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. The Assistant will be required to be versatile and adapt to changing situations and departmental needs whilst maintaining high standards.

#### 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 theatre’s gift shop is well stocked and presentable, assisting with stock takes and stock control.
* Cover on average one 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 vigilant to audience behaviour and physical issues that could potentially cause disruption, injury or affect the audience’s 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 caretaking 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

With the role of FoH Assistant there is an expectation that the successful candidate will gain sufficient experience within the departmental roles to be able to undertake the role of Duty Manager. 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 Assistant will be required to work with the 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 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 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.

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| --- | --- |
| **Essential Criteria** | **Desirable Criteria** |
| **Experience** |  |
| * A proven record of delivering high quality customer care * Cash handling experience * Experience of dealing with customer enquiries | * First Aid Certificate * Experience of working with volunteers * Experience of working in a Theatre or leisure environment |
| **Skills and Knowledge** |  |
| * 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 | * Understanding of Equalities Act |
| **General** |  |
| * Ability to work flexible shifts & unsociable hours * A demonstrable interest in theatre | * Available to start immediately |

# **OUTLINE Terms and Conditions information**

#### Salary

The salary for the post is £17,243 pro rata (£9,915 based on average 23 hour per week contract) dependent on experience. 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 1196 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 23 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 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.

#### **Holiday Entitlement**

The holiday entitlement for this post is 129 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, 5 hour 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 5 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 basic employee contribution of 1% is matched by the New Vic. 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, references and medical declaration.

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New Vic Theatre Organisation Chart

# **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 – Wednesday 9 November 2016 at 12 noon.**

**Interviews – w/b 14 November 2016**

Ensure that your application contains details of relevant experience and the qualities you believe you could bring to the position. Please do not submit a CV, pre-prepared references or covering letters as these will not be used during short listing.

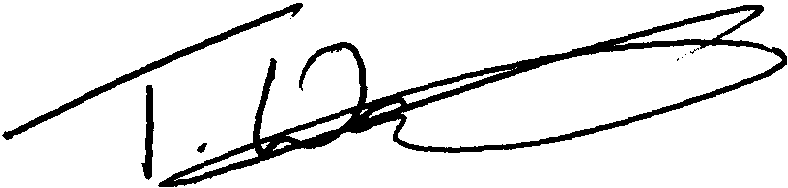
We value diversity in the workplace and positively encourage applicants from all sections of the community. In accordance with good equal opportunities practice, section 1 and the equal opportunities monitoring form will be separated before short listing. Please ensure that all questions on the application 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.

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](mailto:recruitment@newvictheatre.org.uk). Shortlisted candidates that have emailed their application to us will be asked to sign their application form at their interview.

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

With thanks once again for your interest.

Yours sincerely



**Tracey Wainwright**

**Administration Manager**