

NEW VIC THEATRE



Production: Astley's
Astounding Adventures 2018

Front of House Attendant
Information Pack
September 2021

WELCOME

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

We are looking for Front of House Attendants to join our busy Front of House team for the upcoming Christmas period. As one of the first points of contact for our audience, you will use your excellent customer services skills to make their experience here an enjoyable one.

JOB DESCRIPTION AND ROLE INFORMATION

JOB TITLE: FRONT OF HOUSE 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 40,000 people a year and the Appetite audience development programme.



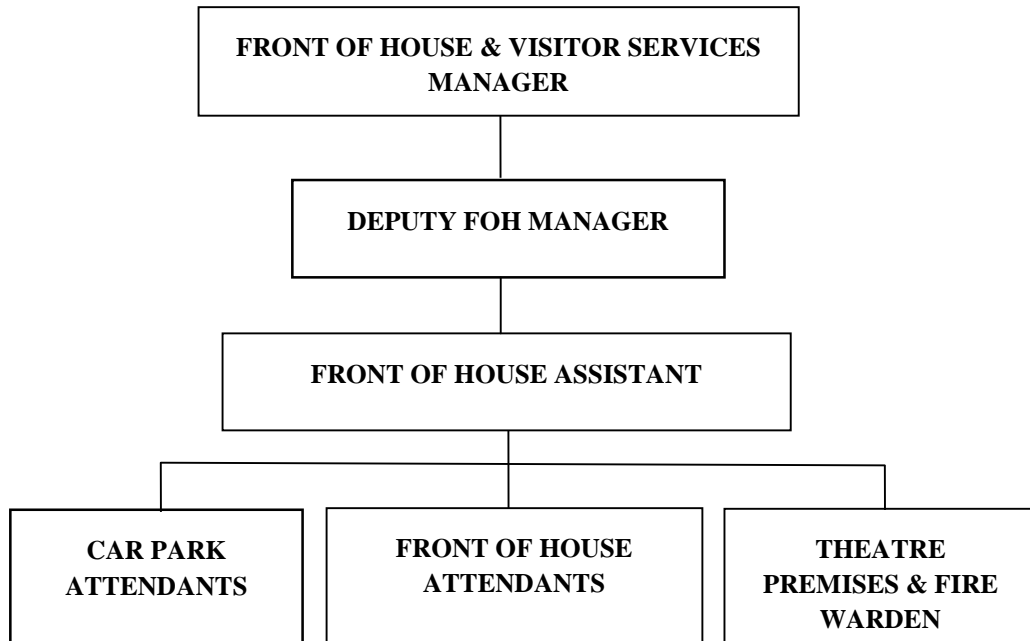
The Front of House department is responsible for the public operational aspects of the theatre's performances and to ensure that visitors are provided with a welcoming and safe environment.

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 Front of House 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 role of the Attendant is extremely important to ensure the smooth running of the shows. The Attendant works closely with the Duty Manager and the Theatre Premises & Fire Warden to ensure the security of the building and the patrons in addition to working with the Theatre Volunteers. The successful applicant will be a confident, approachable individual who understands the need for first class customer care and how to deliver it. Attendants are required to be versatile and adapt to changing situations and departmental needs whilst maintaining high standards.

LINE OF REPORTING



SHOW DUTIES

Pre In-Coming

- Attend the pre-show Front of House meeting.
- Before each school performances a plan identifying where each school will be sitting will be distributed by the Duty Manager.
- Take part in an evacuation drill led by the Duty Manager.
- Check the auditorium is prepared and ready for audiences before opening the auditorium.
- Open the designated doors when instructed by the Duty Manager.
- Attendant assigned to desk duties:
 - a. Sell programmes.
 - b. Carry out transactions for the theatre gift shop.
 - c. Respond to general enquiries.

In-Coming

- To greet and direct visitors to their seats in a polite and courteous manner.
- When seating schools, each school must be seated in accordance with the plan.
- To answer any queries or questions asked by visitors.

Start of Show

- Attendants assigned to the auditorium monitor the audience and deal with or report any issues to the Duty Manager.

- Assist any visitors who need to leave the auditorium during the performance and again when re-admitting them.
- After the start of the show the Attendant may be required to relieve the Theatre Premises & Fire Warden at the front desk whilst they undertake their building check.
- An Attendant assigned to the front desk is in constant radio contact with the Duty Manager and the Theatre Premises & Fire Warden during this time. They must inform the Duty Manager & Theatre Premises & Fire Warden if there is any breach in security.
- Whilst at the front desk the Attendant will answer any telephone calls and respond to general enquiries.

Interval

- Open all doors and curtains at the end of the Act.
- To run and man the sweet shop if necessary.
- To monitor the auditorium and respond to any problems or issues.
- Collect rubbish (schools performances).
- Ensure the auditorium remains a safe environment for visitors.
- When instructed to do so, to ensure that relevant doors & curtains are closed ready for the start of the second half.

End of Show

- Open the designated doors and curtains.
- Ensure that all patrons have left the auditorium.
- Check the auditorium for lost property.
- Collect litter.
- Close and secure doors.
- Cover the front desk whilst the Theatre Premises & Fire Warden locks the auditorium.

Other duties

- At all times to 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 Attendants are essentially the Duty Managers eyes and should 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.
- The above list is by no means exhaustive. The Attendant is expected to work with and for the Duty Manager under taking any task as requested in order to provide the highest level of service and security to our visitors.

PERSON SPECIFICATION FRONT OF HOUSE ATTENDANT

The following represent the essential and desirable attributes for the post of Front of House 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 Front of House Attendant is offered on a casual/zero-hours basis.

SALARY

The rate of pay for this post is £8.91 per hour. In accordance with the Broadcasting, Entertainment, Communications & Theatre Union (BECTU) agreement the Attendants are paid a show rate of £31.19, which is for a 3.5hr call. If the call lasts in excess of 3.5hrs then overtime is payable at single time for every 15 minutes of overtime worked.

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.

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

In addition, holiday pay (one eighth of earnings) is also paid weekly. The holiday year runs from 1 April to 31 March.

HOURS OF WORK

As a casual employee you are not guaranteed a minimum number of hours per week. During the run of our Christmas show the average number of shifts is between 2 & 5 per week.

Your hours will be scheduled by the Front of House Manager or Deputy Front of House Manager in advance. Prior notice of a shift will be given via rota however you may be asked to cover at short notice.

The Attendants shift generally begins 45 minutes before the start of a performance. Performances times vary throughout the contract period and the ideal candidate will be flexible and able to cover a mixture of performance times. Most shows are 10:30am, 2:15pm and 7:30pm.

GENERAL

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.

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



Our mission is to make excellent theatre in the round and be a force for positive change in our region.

The New Vic is a 600 seat theatre. Built in 1986, it was the first purpose-built theatre-in-the-round in all of Europe. 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 180,000 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 40,000 people of all ages each year. 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. See our website at www.newvictheatre.org.uk to learn more about our work.

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 North Staffordshire in the arts.

Other achievements include a successful UK tour of *Around the World in 80 Days* (in partnership with Kenny Wax Family Entertainment) and a transfer to New York in 2019, winning the 2017 UK Theatre Award for Best Show for Children & Young People for our production of *The Snow Queen*, and we were awarded West Midlands' Most Welcoming Theatre 2018 at the UK Theatre Awards.

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.

"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*

YOUR APPLICATION

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

Closing date for applications is Monday 4 October at 10am

Interviews will be held week commencing 11 October

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.

The New Vic is an equal opportunities employer. We value diversity in our workforce and positively encourage applicants from all sections of the community, particularly applicants under-represented across the arts workforce, especially applicants with a disability, applicants who are LGBTQIA+ or applicants of African or Caribbean heritage, South, East and South-East Asian heritage or anyone who experiences racism.

HOW TO APPLY

Please send a CV and covering letter by email to recruitment@newvictheatre.org.uk using the subject line **Front of House Attendant** or by post to Administration Department at New Vic Theatre, Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG

Information provided by you will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with 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 CV will be retained and form the basis of your personnel record. By submitting your CV, 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.