

Yarm School (Princess Alexandra Auditorium)

JOB VACANCY: Front of House Manager (Box Office)

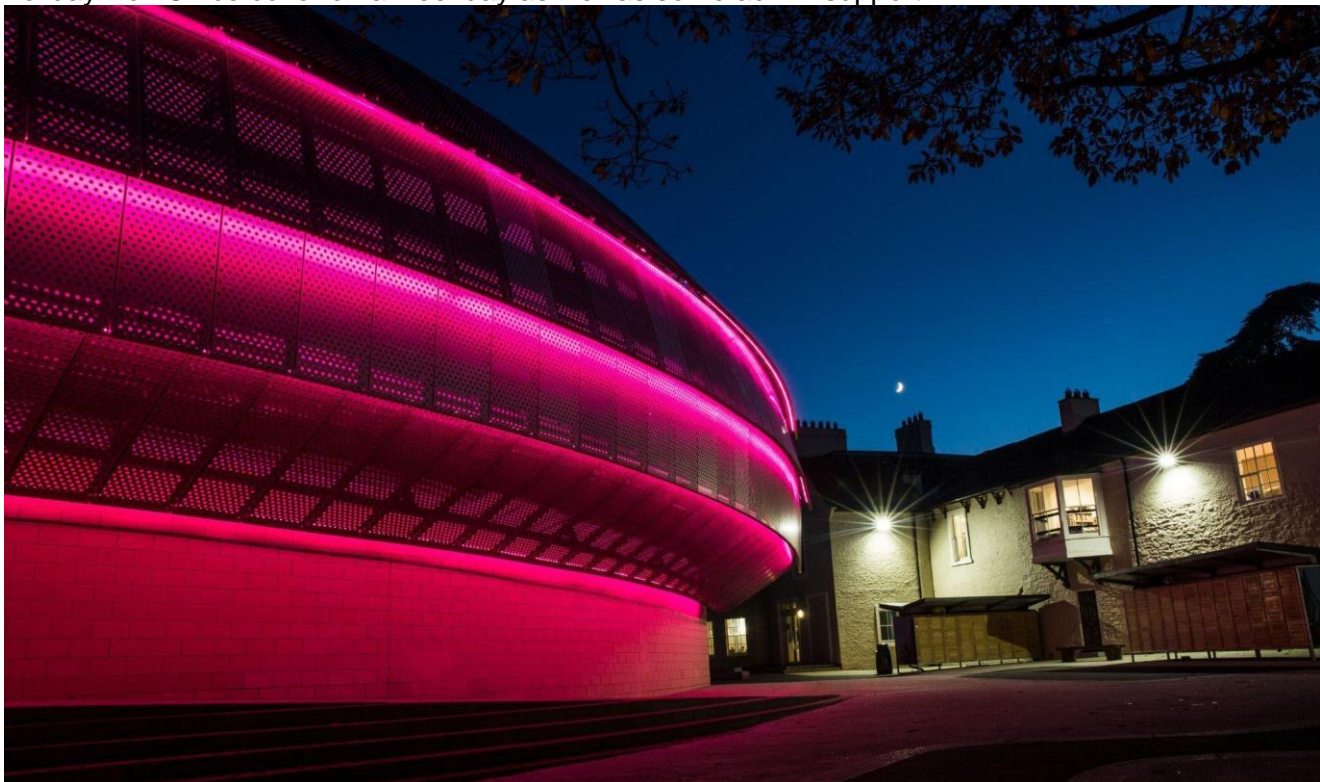
Part time post, based on 25 hrs per week, taken as an average over a 3 month period, at an hourly rate of £10.20 p/h.

We are offering the opportunity to join the staff team at one of the region's most exciting performance venues, with state of the art facilities and equipment, a diverse and star-studded programme of events and all situated within one of the country's leading independent schools.

Due to our ever-growing programme of events (both internal and external), we are seeking a Front of House Manager (Box Office) to run FOH at all of our events. The role will take responsibility for managing the Foyer and Box Office provision on our large shows in the PAA, and also running all of our Live Streamed events in our Friarage Theatre. The hours will mainly be evening and weekend work.

The Princess Alexandra Auditorium continues to develop its programme, increasing its role in the local community, and cementing its reputation as one of the region's leading performance venues.

This post will provide high quality FOH management, ensuring excellent customer service for both audience members and hirers alike. The successful candidate will be responsible for ensuring all policies and procedures are followed on performance evenings, including H&S and fire evacuation. The role will involve managing ushers and security staff on the evening of events. The role will also provide some holiday Box Office cover on a weekday as well as some admin support.



Reporting to the Auditorium Manager & Box Office Manager, the role will provide high quality FOH Management.

Duties to include:

- House Management duties at all public events, including managing staff and ensuring customers and hirers receive a high standard of service;
- Being responsible for the venue. Taking the lead on Health and Safety, Fire Evacuation and First Aid, while on shift;
- Meeting and greeting acts and ensuring they have everything they need prior to the show;
- Dealing with customer complaints, or incidents on shift. To include reports and admin on events to be passed to the Auditorium Manager;
- Ensuring the building is safe and well-presented prior to the arrival of the public;
- Providing some cover for the Box Office Manager and admin support as directed by the PAA Manager;

The successful applicant will be part of a small team of staff who programme and run the events at The Princess Alexandra Auditorium and Friarage Theatre which serves the school as well as the community. This is a great opportunity for someone with the ideas and motivation to make this role their own.

The successful candidate is likely to display:

- A passion for achieving high levels of customer service, and experience of this;
- Strong team-working and leadership skills;
- The ability to manage a range of situations and command authority in a polite but firm manner;
- A strong work ethic, eye for detail and a passion for producing the best possible results;
- Excellent communication skills;
- A helpful professional, positive attitude, and proactive and practical approach to getting things done;
- The ability to self-motivate and ensure productivity;
- An ability to multitask, juggling roles and responsibility and the ability to think on your feet to prioritise the most important tasks;
- A willingness to help and to learn a variety of new roles as well as an approachable manner.
- Potential experience of working in a theatre or arts setting, or similar;

The successful candidate's appointment will be subject to an enhanced DBS check and vetting.



To apply:

Please visit www.yarmschool.org for an application pack or request one:- dpb@yarmschool.org
If you have any questions, please contact Dan Brookes, Auditorium Manager, at the Princess Alexandra Auditorium, on 01642 792571, or by email at dpb@yarmschool.org

Closing Date: Thursday 12th May at 5pm. Interviews all day on Monday 16th May.

The school reserves the right to interview and make an appointment at any time during the application process.