



Front of House Manager

Application Pack



Job Description: Front of House Manager (Box Office)

Overview

Time: 25 hrs per week, taken as an average over a 3 month period. The normal weekly hours will be planned in advance, to suit the different requirements of events and hires, and will include mainly evening and weekend work. This will fluctuate in busy spells.

Rate of Pay: £10.20 per hour.

Line Managers: Auditorium Manager
Box Office Manager

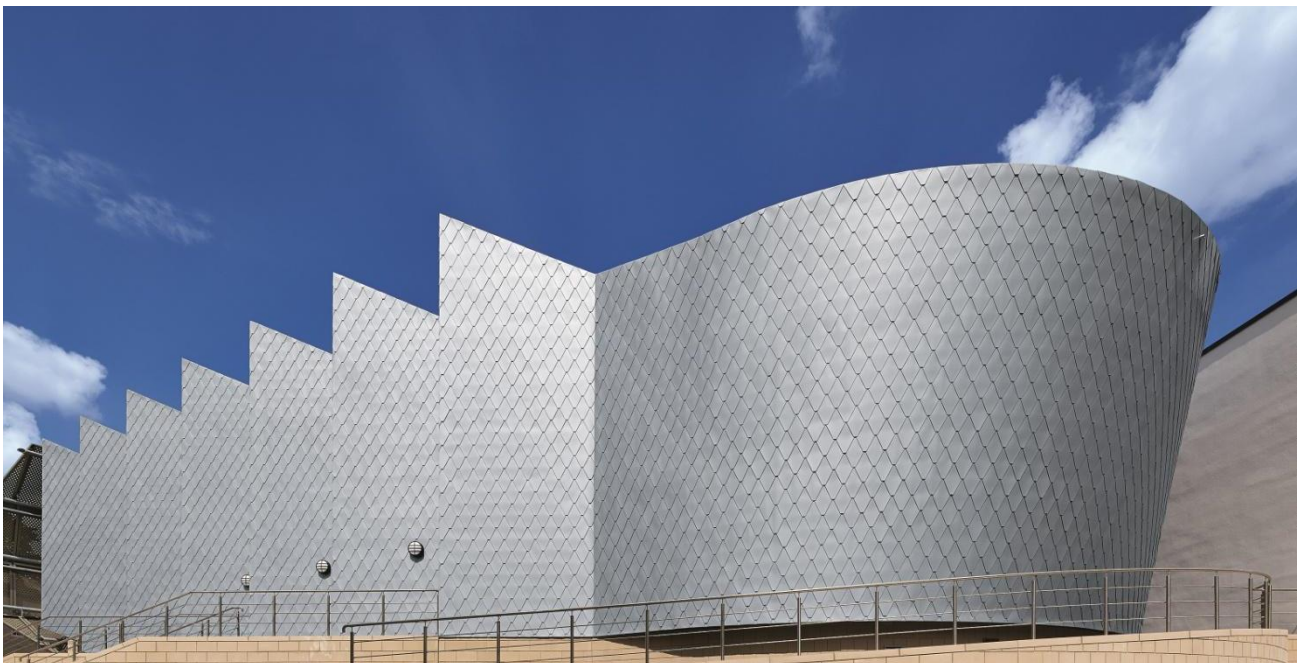
Responsible for: FOH Staff
Security Staff

Purpose of the Post

The role will provide high quality event and house management. When formally in charge of the building as FOH Manager, the successful candidate will ensure that customers, users of the building and members of the public have a superb experience, and that all events run smoothly with staff well presented and performing their roles to a high standard.

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 be available to provide Box Office cover on a weekday as well as some admin support.

Yarm School is committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment. Appointment will be subject to satisfactory vetting procedures, including an Enhanced DBS Check.



About the Venue

The Princess Alexandra Auditorium

The Princess Alexandra Auditorium (PAA) and Friarage Theatre are two stunning venues on the Yarm School site that are hosting an expanding calendar of diverse community events. The PAA, which seats up to 850 people and comes equipped with state-of-the-art technical systems, was opened in 2012 by HRH Princess Alexandra and has hosted numerous high-profile performers. The facility has been awarded two prestigious RIBA awards for design excellence. The Friarage Theatre, seating 150 people, was opened in 2016 by composer Will Todd, and is part of the School's impressive music facility. Used for cinematic events, the HD projector and surround sound means the Friarage Theatre is the perfect venue for NT Live, RSC Live and ENO Live. In addition to the two main venues we also have a Recital Room, Studio Theatre and Dance Studio; these are used for smaller concerts and drama productions.

We work with an increasing range of promoters across the UK to schedule a diverse programme of events. We host a range of events and performances by Yarm School, commercial, professional, amateur and community performances, arts and educational organisations and similar events.

Yarm School

Yarm School was founded in 1978. Since then it has become the major educational success story in the North East and the School is now firmly established amongst the country's leading co-educational day schools. In addition to the Senior School, there is a Preparatory School, and a Pre-Prep which includes a Nursery. In total, there are about 1,150 pupils between the ages of 3 and 18 with 770 in the Senior School including a Sixth Form of over 200 students. Continued investment in the fabric of the school and an on-going commitment to state-of-the-art technology ensures the best facilities and resources in which to work.



Key Tasks

Front of House Management

- Lead and take responsibility for the front of house operations and systems, coordinating with the team (Bar Manager and team, FOH staff, security staff, technicians, and directors) / hirers / performers to ensure smooth running of all events.
- Coordinate and supervise FOH staff who are working each event. Effectively communicate with the team to ensure the smooth running of all events, and to make sure all roles are being performed to a high standard. The FOH rota will be produced in advance by the Auditorium Manager.
- Be responsible for all aspects of live streamed midweek shows at the Friarage Theatre .
- Act as the main point of contact for all visitors and audience members ensuring they receive a warm welcome, including meeting acts/hirers before the show.
- Act as systems manager for the Box Office during events.
- Provide regular reporting of events, including any major incidents or issues, to the Auditorium Manager in a timely manner.
- Manage all complimentary and press tickets for an event.
- Carry out necessary administrative tasks, including financial procedures, during the shift. Involving cashing up and financial reconciliation.
- Lead by example, providing excellent customer service to all visitors. The Princess Alexandra Auditorium is a professionally run community venue which promotes a warm, positive and friendly atmosphere to all visitors.
- Act as the primary contact to respond and resolve problems or incidents as they arise including dealing with any customer complaints. Any complaints must be passed on to the Auditorium Manager in a timely fashion, in line with our policy.
- Ensure promotional material is available for upcoming events as well as organising exit flyers to be given out.

Health & Safety

- The FOH Manager will be responsible for the building and facilities whilst working, including health and safety, fire evacuation (training to be given).



- Act as a first-aider (training to be given).
- Adhere to the Health and Safety policy for all events including managing Auditorium hirers.
- Prepare the building for use and locking up and securing the building, working alongside the school's Estates and security teams.
- Ensure the Auditorium and foyer areas are safe and clean at the end of each performance.

Box Office and Admin

- Take responsibility for the Box Office on show nights. Following procedures set out by the Box Office Manager.
- To provide ad-hoc cover for the Box Office Manager.
- Perform simple Marketing and Admin tasks for the Box Office and Auditorium more widely, as directed the the Auditorium Manager and Box Office Manager.

Other Duties

- Any other duties as reasonably required. The post is part of a small team of paid staff and the job holder needs to work flexibly and develop a sense of team working and community involvement.

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Front of House Manager Person Specification

Essential Qualities

- Proven experience of providing excellent customer interaction and experience of working with the public.
- The ability to be the face of the venue at events and, if needed, to command a situation with authority.
- Excellent verbal and interpersonal communication skills.
- Good organisational skills with concern for standards and impact.
- A positive attitude and ability to work flexibly.
- Ability to work alone and be self-motivated.
- Experience of working as part of a team, including managing and leading people.
- Experience of following or implementing safety procedures, and ensuring they are followed.
- Practical person who can think on their feet and is prepared to 'muck in'.
- Some experience of financial administration, including handling money and reconciliation.
- An ability to multitask, juggling roles and responsibilities and the ability to think on your feet to prioritise the most important tasks.
- Ability to solve problems and emergencies as they arise.
- High level of IT literacy.

Desirable Qualities

- Experience of House Management of a building used by members of the public.
- Experience of working at an arts venue or similar.
- A passion for theatre and arts.
- Knowledge of a Box Office systems



Contractual Matters

General Information

The successful candidate will be expected to take up appointment as soon as possible.

This post is based on a 52 week/year contract.

Hours of work are mainly evening and weekends, with some daytime work.

Holiday entitlement is 21 days holiday per year (pro rata) plus 4 compulsory days holiday (pro rata) taken between Christmas Eve and New Year, plus statutory Bank Holidays (pro rata). The holiday year runs from January to December.

Lunches during the week (term time only) and beverages are provided free of charge (if you are in work mid week).

Please note that the School operates a no-smoking policy on its entire site.

Criminal records check

Yarm School is required to seek an Enhanced Disclosure from the Disclosure and Barring Service (DBS) in respect of successful applicants for all posts at the School where staff may come into contact with children. A criminal record will not necessarily be a bar to working in the School. Applicants who are invited to interview should provide details of any criminal record under separate, confidential cover to the School Manager before attending the interview. A copy of the School's policy on Vetting and Suitability Checks and the DBS Code of Practice may be obtained from the School Manager. Before an appointment is made routine checks will be undertaken to confirm identity and qualifications etc.



Appointment Procedure

Applications will only be accepted on the application form provided by the School. This should be completed electronically. All questions must be answered. The candidate may also submit a Curriculum Vitae if he / she wishes but this is not a requirement. Applications should be submitted with a covering letter (again, by e-mail) explaining why the candidate and post are mutually suited.

Timetable

Closing date for applications is **Thursday 12th May @ 5pm.**

Final interviews and practical tasks will be held all day on **Monday 16th May.**

An appointment will be made soon thereafter.

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

Applications should be e-mailed to the Auditorium Manager, Mr Dan Brookes, **as soon as possible and no later than Thursday 12th May @ 5pm.**

e-mail: DPB@yarmschool.org

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Further information about the School, together with an application form and job description, can be found on our website on www.yarmschool.org under "vacancies". Please e-mail if you have any difficulties or queries.

