



Front of House Manager

Application Pack



Job Description: Front of House Manager (Box Office)

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: £10.82 to £11.85 per hour.

Line Managers: Auditorium Manager
Box Office Manager

Responsible for: FOH Staff
Security Staff

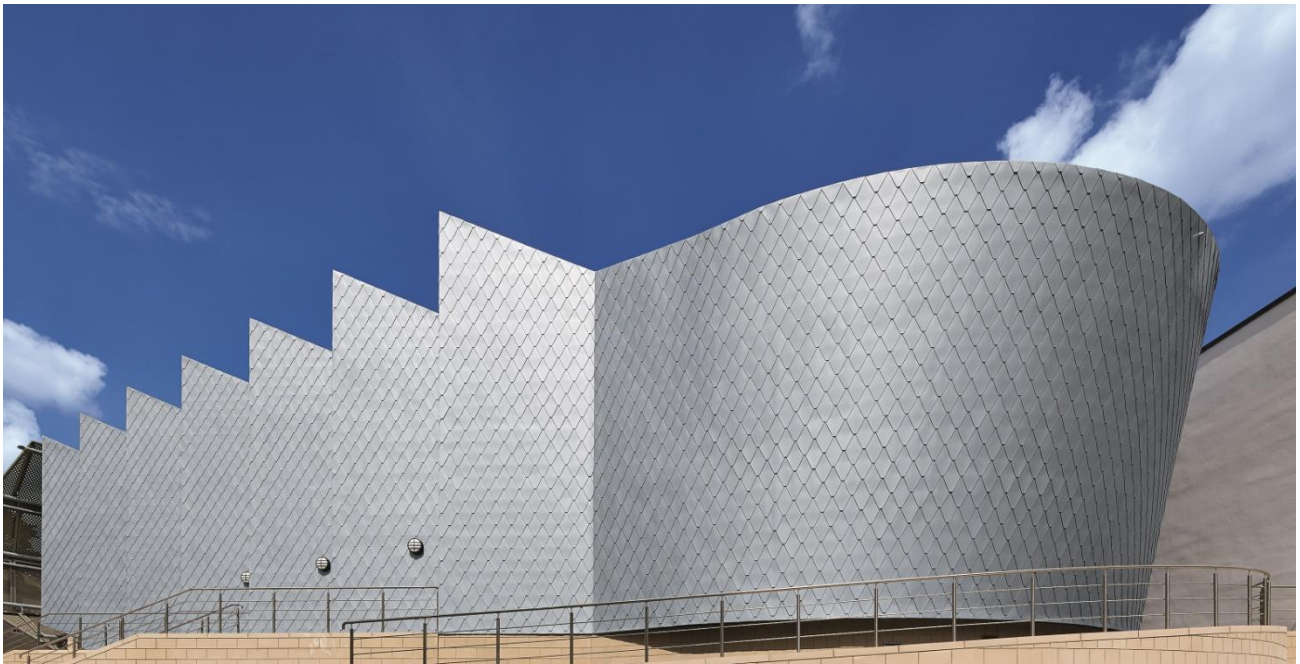
1) The Role

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 regions leading independent schools.

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. Due to our ever-growing programme of events 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.

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 hours for this role are mainly for evening and weekend work. The role will also provide some holiday 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 expects all staff to share this commitment. Appointment will be subject to satisfactory vetting procedures, including an Enhanced DBS Check.



2) 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.

3) Overview of the 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 1,100 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.

4) Location

Yarm is a beautiful market town on the edge of the Teesside conurbation which enjoys easy access to both town and countryside, including the nearby North York Moors, Yorkshire Dales and stunning coastline. Opportunities for outdoor pursuits and exploration of all kinds are many and varied. Similarly, the cities of Newcastle, York and Leeds are within close range and provide much in the way of arts and culture. With superb rail network links in the town itself and nearby, London is also only 2.5 hours away by direct train.

The school is very much a part of the town, with pupils, staff and parents enjoying all that the buzzing High Street has to offer by means of shops and cafes.

5) Benefits of Working at Yarm School

- Friendly working environment with a committed community of staff
- Staff receive a generous discount on school fees (pro rata for part time roles)
- Generous private pension scheme subject to eligibility
- Life assurance (death in service benefit of twice annual salary subject to eligibility)
- Dedicated on-site free parking
- Membership to Employee Support Programme including a variety of high street retailer discounts
- Cycle to Work Scheme
- Potential for career progression



6) Key Tasks & Responsibilities

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 is required to work flexibly as part of a team and with community involvement.



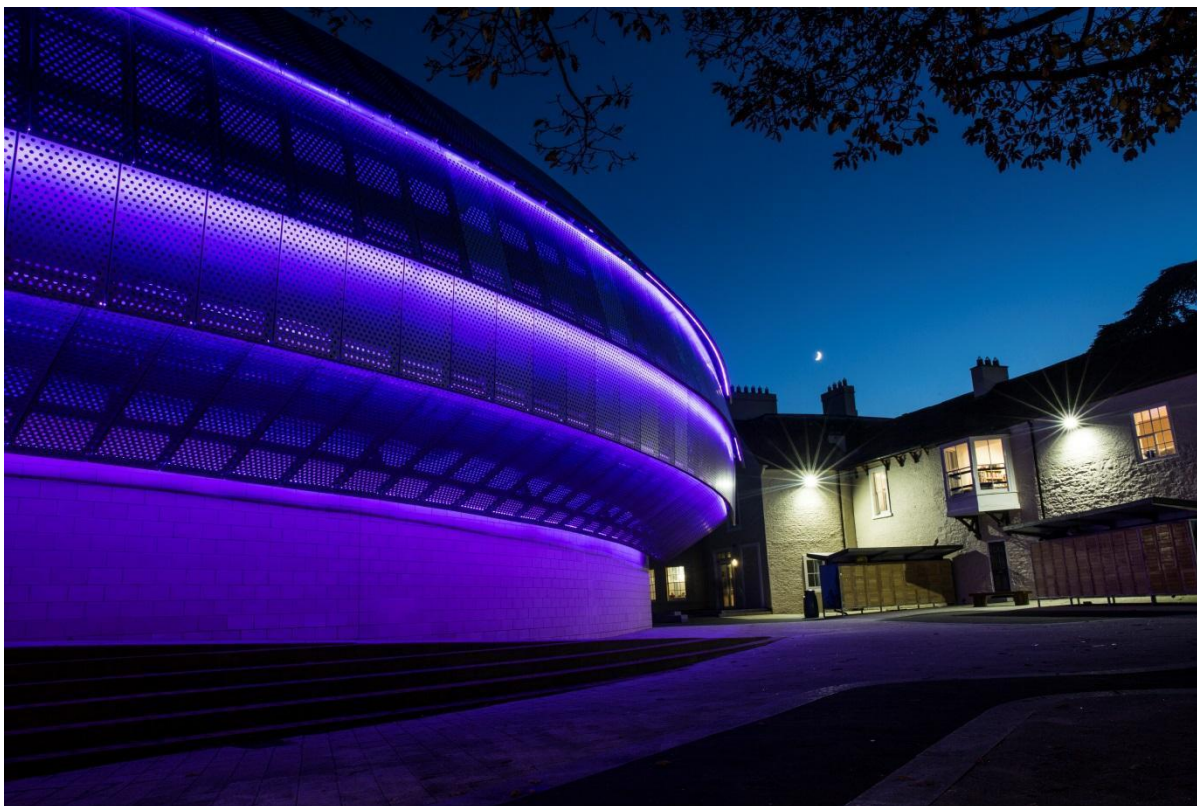
7) Front of House Manager Person Specification

Essential Qualities

- Proven experience of providing excellent customer interaction and experience of working with the public.
- Representative of the School and 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 independently and be self-motivated.
- Experience of managing a team and strong leadership qualities;
- Experience of following or implementing safety procedures, and ensuring they are followed.
- Practical person who can adapt to situations, problem solve and help other team members.
- Some experience of financial administration, including handling money and reconciliation.
- Excellent time management skills, multitasking and the ability to prioritise critical tasks.
- High level of IT literacy.

Desirable Qualities

- Experience as 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



8) Contractual Matters

- Permanent part time position, 52 weeks of the year
- Based on 25 hours per week (taken as an average over a 3 month period)
- The hourly rate is £10.82 to £11.85 per hour.
- Flexibility for evening and weekend work, with occasional work during the day
- 21 days holiday rising by a day every year up to 24 days (pro rata), plus public holidays. Holidays are to be taken during the school holiday periods
- Pension and Life Insurance Scheme for eligible employees
- Employee Benefit Scheme
- No Smoking Policy on the School site
- Free on site parking
- The successful candidate will be expected to take up appointment as soon as possible subject to an enhanced DBS check and vetting.

9) Criminal Record Check

Yarm School is required to seek a 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 Headmaster 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.

This post is not pupil-facing as such, but nevertheless involves substantial opportunity for access to children and is therefore exempt from the Rehabilitation of Offenders Act 1974. This means that you will be required to confirm that you are not on the DBS Children's Barred List or disqualified from working with children and further to declare any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013 and 2020) or other Orders of the Courts made against you, even if they would otherwise be regarded as 'spent' under this Act.



10) Safeguarding

Yarm School is committed to safeguarding and promoting the welfare of children. The successful candidate will be subject to vetting checks including an enhanced DBS check.

Applicants for all vacancies at Yarm School are encouraged to read these policies on our website before applying:

Safeguarding and Child Protection Policy

Vetting and Suitability Policy

11) 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 to the School Manager at hr@yarmschool.org, explaining why the candidate and post are mutually suited.

Closing date for applications is Friday 7th October @ 12 noon

Final interviews and practical tasks, for shortlisted candidates will be arranged after applications are received.

An appointment will be made soon thereafter.

Early applications are encouraged. We reserve the right to interview and appoint the right candidate to this position at any point during the application process.

The School Manager
Yarm School
The Friarage
Yarm
Stockton on Tees
TS15 9EJ

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

