FOH Assistant

2021

- Welcome and information on how to apply

- Job Description & Person Specification

- Application Form

- Equal Opportunities Monitoring Form

- The Theatre Royal in Brief

- How to find the Theatre Royal



**Vacancies at Theatre Royal Bury St Edmunds**

Thank you for your interest in joining the team at Theatre Royal. Please find enclosed a job description for the post of **FOH Assistant** and some information about Theatre Royal which I hope will encourage you to apply to join us. Further information about the Theatre can be found on our website: www.theatreroyal.org.

If you would like to be considered for this post, please complete and return the application form and accompanying paperwork**.**

Interviews will take place at Theatre Royal.

Applications will be accepted by email to **jobs@theatreroyal.org** or by post.

Please mark your application **Confidential - Recruitment**

**Post to: Sharron Stowe, Theatre Royal, Westgate Street,**

**Bury St Edmunds, Suffolk, IP33 1QR**

**Please notify via email that you have posted the application**

Good luck and thank you for your interest in working at Theatre Royal.

Yours Sincerely



Owen Calvert Lyons

Artistic Director

|  |
| --- |
| FOH Assistant  Job Description |

#### TROY blk logo (word)

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#### Purpose of post

Play a key customer facing role for our audiences, providing a warm welcome and deliver customers with a professional, positive and memorable experience. To advocate for and promote the theatres programming, services and vision to customers. To assist the Duty Manager with the preparation and presentation of the building for opening performances and events. Fully supporting the Front of House team and Operations and working as a team. Deal with customer issues on the ground and be the first point of contact for resolving Box Office issues and IT support for customer facing interfaces such as bar ordering applications. Work with the FOH team and volunteers to provide a safe and enjoyable environment for all.

**Department: Central Services Responsible to: Front of House & Events Manager**

**Works alongside: Duty Managers, FOH Volunteer stewards**

#### Areas of Responsibility

1. To perform a key welcome role to customers visiting the theatre, providing a first-class welcome to the theatre and first point of contact for customer relations.
2. Assist in building checks pre-show, including checking presentation of to the building.
3. Assist in the safe running and security of the building during a performance/ event.
4. Assist in creating pre-show materials with the Duty Manager or FOH Manager. Assist in the communication of FOH information for each performance, greet and sign in visiting companies and liaise with stage management where required.
5. Deal with last minute staffing issues, organising cover if needed. Stand in for volunteer stewards when staffing levels are low or last-minute illness affects staffing. Including supporting bar staff with service in busy periods. Assist in table service to customers. Training in bar service and till training would be provided.
6. Deal with customer ticketing enquires.
7. Have proficient IT skills for dealing with software such as Epos tills, Bar ordering applications and booking systems. To trouble shoot on the spot, resolve and report issues arising. Software training will be given for this.
8. Ensure staff and public areas are clean and tidy, equipment checked and sanitised.
9. Assist stewards in clearing the auditorium of litter, check in lost property, report on maintenance issues to the Duty Manager for show reporting.
10. Assist under the direction of the Duty Manager and working alongside volunteers to evacuate the building if the case of incidents and emergencies.
11. Set up for and welcome heritage tours to the building – help serve drinks and support volunteer staff.
12. Report issues to Duty Manager for consideration for show reporting.

To undertake any other reasonable duties as requested by Management

**The duties must at all times be carried out with due regard to all Theatre Royal Policies, which are detailed in the Company Handbook.**

**Person Specification**

**Essential**

1. Be passionate about the arts and delivering first class customer service. Have an excellent eye for detail and proud of presenting a welcoming and professional environment to our customers.
2. Be an effective and welcoming communicator, becoming knowledgeable of the theatre goals and vision and able to positively promote the theatre to a diverse audience, sponsors and patrons.
3. A good natural instinct for handling different styles of people and personalities to provide excellent customer service. Enjoy problem solving.
4. Take pride in your personal appearance and be mindful of reputation management and first impressions.
5. Able to multi-task and adapt to a busy environment and able to keep calm and focussed when dealing with issues. Maintain a professional manner with external and internal customers and able to easily form strong and trusting relationships.
6. Have a healthy attitude toward working flexibly to the needs of the business and adapt to situations with ease. Reliable and can commit to shifts that are agreed in advance.
7. Enjoy and work in a respectful manner with volunteers. Have strong teamwork skills and proven ability to co-operate and compromise with others. Ability to support a team and handle various tasks at the same time.
8. IT literate and have the skill set to learn new software systems for booking, databases, retail apps and till systems.
9. A natural ability for promotion and confident in your ability to upsell the theatre’s programme, services and vision.
10. Excellent communication skills, both written and oral.
11. Skilled and confident in supporting the bar service in busy periods or in the case of last-minute staffing issues.
12. Reliable, punctual and conscientious.
13. Be aware and work in line with health and safety procedures including maintaining a COVID safe environment.
14. Good sense of humour.

**Desirable**

1. An interest in Theatre/ Arts sector
2. Experience of using databases/ booking systems and apps especially Spektrix
3. Experience of handling cash

#### Terms & Conditions

Contract: This is a zero hours contract and subject to a one month notice period. Rotas will be issued a month in advance.

Salary: £8.36 per hour (18-23 years) £8.91 per hour (23+)

Hours of work: This post includes evenings and weekends and occasional daytime shifts.

Place of work: Theatre Royal

Annual Leave: You will be paid statutory holiday pay.

Allowances: Travel/mileage expenses whilst on Theatre Royal business.

Staff members receive an allocation of complimentary tickets for some performances at Theatre Royal for personal use only.

Pensions: We offer a workplace pension in line with statutory requirements.

Other information: There is a comprehensive staff handbook and induction plan with detailed information on policies, practices and working arrangements offered to all staff.

**This position is subject to the receipt of a Standard DBS Certificate**.

### Please read the documents which accompany this form before completing your application.

### Once completed, please return the form to jobs@theatreroyal.org or via post.

|  |  |
| --- | --- |
| Position Applied for | FOH Assistant |
| Where did you see advert |  |

**1 Personal Details**

|  |  |
| --- | --- |
| Surname |  |
| Forename(s) |  |
| Address | Postcode |
| Telephone (day) |  |
| Telephone (evening) |  |
| Email address |  |
| National Insurance No |  |

**2. Why are you applying for this post?**

|  |
| --- |
|  |

**3. What can you offer us?**

*Please include details of any relevant skills, experience and knowledge (there are later sections for information about training and education)*

|  |
| --- |
|  |

**4** **Current or most recent employment/experience of work**

|  |  |
| --- | --- |
| Name and address of organisation | Postcode |
| Position held |  |
| Salary *(if applicable)* |  |
| Date appointed |  |
| Date left appointment and why *(if applicable)* |  |

Outline briefly your duties and responsibilities

|  |
| --- |
|  |

**5 Previous appointments/experience of work**

|  |  |  |  |
| --- | --- | --- | --- |
| Name and address of organisation | Position held and dates | Main duties and responsibilities | Reason for leaving |
|  |  |  |  |

**6 Training and education**

*Please include details of exams passed, courses attended and qualifications obtained*

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| --- |
|  |

**7 What else are you interested in?**

*for example, what are your leisure activities*

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| --- |
|  |

**8 Additional Information** *please delete where applicable*

Do you need a permit to work in the United Kingdom? YES / NO

Do you have any condition or disability which may affect your ability to do the job, and/or require us to make reasonable adjustments? YES / NO

|  |  |
| --- | --- |
| If **Yes** please give details including any adjustments that you may need to be made both in respect of the job and the interview |  |

**9 Travel**

*Some positions at the Theatre Royal require employees to drive, if this is applicable to the position you are applying for, please complete this section*

Do you hold a current, clean driving licence? YES / NO

Do you have access to/have the use of a car? YES / NO

|  |  |
| --- | --- |
| If the answer to either of these questions is **No**, please explain how you would meet the travel requirements of the post *(where applicable)* |  |

**10. Confidential Declaration of Criminal Record**

Some positions at the Theatre Royal require employees to be responsible for or come into contact with young people aged under 18 and vulnerable adults. If this is applicable to the position you are applying for, you will be required to undertake an Enhanced DBS Check.

*Please note that all posts which involve working with young people aged under 18 and vulnerable adults at the Theatre Royal are exempt from the Rehabilitation of Offenders Act 1974, which means that all convictions, cautions, reprimands and final warnings on your criminal record need to be disclosed.*

**11 References**

Please supply the details of two persons (other than relatives) from whom references can be obtained. If you have had previous employment one of your referees should be your current or most recent employer.

|  |  |
| --- | --- |
| Name  Address  email address  Daytime telephone number  Occupation  Employer/Personal Referee *(delete as appropriate)* | Name  Address  email address  Daytime telephone number  Occupation  Employer/Personal Referee *(delete as appropriate)* |

Are you willing for references to be contacted prior to interview? YES / NO

**12 Declaration**

I confirm that the information I have given on this form is correct and complete to the best of my knowledge, and that misleading statements may be sufficient for cancelling any agreements made.

I understand that, if the position I am applying for is responsible for young people aged under 18 and vulnerable adults, I will be required to complete a Criminal Records Bureau enhanced disclosure if appointed.

|  |  |
| --- | --- |
| Signed |  |
| Date |  |

**Theatre Royal Bury St Edmunds**  
Built in 1819 by the renowned architect William Wilkins (who also designed the National Gallery in London), Theatre Royal Bury St Edmunds is one of the most significant theatrical buildings in Europe. As this country’s only working example of a playhouse dating from the Regency period, it offers visitors a unique and unforgettable theatrical experience. One of eight Grade 1 listed theatre buildings in the country, it is also the only working theatre in the National Trust’s portfolio of properties. Inspired by its impressive historical pedigree, the Theatre prides itself on the quality and innovation of its artistic work and enjoys a reputation as one of the most forward-thinking arts organisations in the UK.

The building itself is owned by the Greene King Brewery. In 1975, it was leased to the National Trust which, in turn, has handed the day-to-day running of the Theatre to Bury St Edmunds Theatre Management Limited. Like many other theatres of its generation, Theatre Royal has enjoyed a chequered history, closing and reopening its doors on a number of occasions. In September 2007, the Theatre reopened following a £5.3 million programme of restoration and development. This project, funded in part by the Heritage Lottery Fund, not only returned the building to its 1819 configuration and decoration but also provided improved customer facilities through the creation of a contemporary foyer space adjoining the Theatre.

With a diverse range of productions the Theatre attracts around 80,000 visitors a year, plus over 2,500 young people and adults engage in creative learning activities in schools or in the community. Over 20,000 people come to see our renowned annual traditional family pantomime plus a wide range of local community and amateur groups regularly present performances on the Theatre’s stage and are essential to the cultural offer to the community.

Theatre Royal celebrates its heritage and, as a National Trust property, welcomes around 2000 visitors a year to enjoy the restored building through guided tours, talks and lectures. The theatre employs a paid staff of 30 and supports a number of internships and apprenticeships, it also has a team of approximately 70 volunteers. It is overseen by a non-executive board of management. There is a Patron's Scheme and a thriving Friends scheme numbering over 600 members. The theatre receives core funding from St Edmundsbury Borough Council and Suffolk County Council and also enjoys strong support from the local business community.

**Mission**

Theatre Royal Bury St Edmunds presents a high quality programme of performances and creative activities that enrich and inspire children and adults lives.

**Aims**

- To present a broad performing arts programme of high quality work from leading arts organisations and emerging artists.

- To work within a range of producing models for Theatre Royal productions.

- To further development of Theatre Royal as a Creative Learning organisation.

- To work within a sustainable business model with a skilled workforce and effective base for its operations

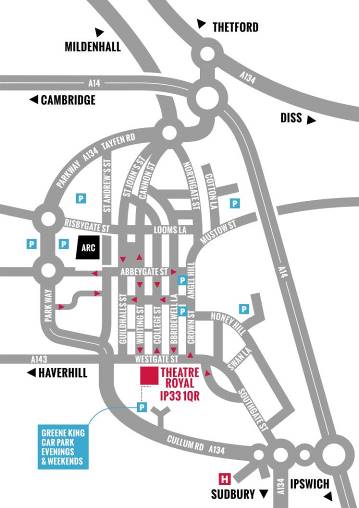
- To develop and grow audiences.

- To build on the trust and support of Theatre Royal’s supporters and stakeholders.

- To celebrate Theatre Royal’s unique heritage.

**How to get to Theatre Royal**

On arrival, please report to the Box Office at the Theatre.



**By Road**Bury St Edmunds is just off the A14, east of Cambridge and west of Ipswich. From the Midlands or the East Coast, follow the A14. From London, take the M25 and M11/A11 then A14 heading east (signposted Newmarket / Ipswich / Felixstowe). Approaching from the west, take the third exit for Bury St Edmunds and turn right at the big roundabout towards the town centre. Go right at the next roundabout then right at the third roundabout onto Southgate Street. Follow the road and you will join the one way system; the Theatre is on your left opposite the Greene King Beer Cafe.

**Car Parking**   
The Theatre has no parking of its own. There is very limited parking close to the Theatre. We normally recommend the Angel Hill or Premier Inn car parks as the closest viable options. There are a number of unlimited street parking places on Westgate Street after 6.00 pm.

**By Bus**  
The Bus Station is on St Andrew’s Street North, 10 minutes’ walk from the Theatre. In addition to local services, it is serviced by National Express coach connections from all over the country. Enquiries/Reservations: 01284 702020

**By Train**Bury St Edmunds Railway Station is on Station Hill and is 20 minutes’ walk from the Theatre, connecting to Cambridge, Ipswich and the London to Norwich line.

Enquiries/Reservations: 08457 484950

**Local Taxis**

5 Star Cars 01284 703131 / 01284 704078

A1 Cars 01284 766777

Premier Cars 01284 704004

Star Cars 01284 760707

United Cars 01284 762288 / 01284 764074

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# Equality and Diversity Monitoring Form

Theatre Royal Bury St Edmunds is committed to a policy of equality of opportunity in all aspects of its recruitment and employment. This includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this. There is no obligation for you to complete the form.

The information submitted will be treated in the strictest confidence.

Please return the completed form to **Sharron Stowe**

**Role**

**Gender** Man 🗆 Woman 🗆 Intersex 🗆 Non-binary 🗆 Prefer not to say 🗆

**Are you married or in a civil partnership?** Yes 🗆 No 🗆 Prefer not to say 🗆

**Age** 16-24🗆 25-29 🗆 30-34 🗆 35-39🗆 40-44 🗆 45-49 🗆 50-54 🗆55-59 🗆 60-64 🗆 65+ 🗆 Prefer not to say 🗆

**What is your ethnicity?**

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

***White***

English 🗆 Welsh 🗆 Scottish 🗆 Northern Irish 🗆 Irish 🗆

British 🗆 Gypsy or Irish Traveller 🗆 Prefer not to say 🗆

Any other white background, please write in:

***Mixed/multiple ethnic groups***

White and Black Caribbean 🗆 White and Black African 🗆 White and Asian 🗆 Prefer not to say 🗆 Any other mixed background, please write in:

***Asian/Asian British***

Indian 🗆 Pakistani 🗆 Bangladeshi 🗆 Chinese 🗆 Prefer not to say 🗆

Any other Asian background, please write in:

***Black/ African/ Caribbean/ Black British***

African 🗆 Caribbean 🗆 Prefer not to say 🗆

Any other Black/African/Caribbean background, please write in:

***Other ethnic group***

Arab 🗆 Prefer not to say 🗆 Any other ethnic group, please write in:

**Do you consider yourself to have a disability or health condition?**

Yes🗆 No 🗆 Prefer not to say 🗆

What is the effect or impact of your disability or health condition on your ability to give your best at work? Please write in here:

The information in this form is for monitoring purposes only. If you believe you need a ‘reasonable adjustment’, then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

**What is your sexual orientation?**

Heterosexual 🗆 Gay 🗆 Lesbian 🗆 Bisexual 🗆

Prefer not to say 🗆 If you prefer to use your own term, please specify here ……………………………………………….….

**What is your religion or belief?**

No religion or belief 🗆 Buddhist 🗆 Christian 🗆 Hindu 🗆 Jewish 🗆

Muslim 🗆 Sikh 🗆 Prefer not to say 🗆 If other religion or belief, please write in:

**What is your current working pattern?**

Full-time 🗆 Part-time 🗆 Prefer not to say 🗆

**What is your flexible working arrangement?**

None 🗆 Flexi-time 🗆 Staggered hours 🗆 Term-time hours 🗆

Annualised hours 🗆 Job-share 🗆 Flexible shifts 🗆 Compressed hours 🗆

Homeworking 🗆 Prefer not to say 🗆

**Do you have caring responsibilities? If yes, please tick all that apply**

None 🗆 Primary carer of a child/children (under 18) 🗆

Primary carer of disabled child/children 🗆

Primary carer of disabled adult (18 and over) 🗆 Primary carer of older person 🗆

Secondary carer (another person carries out the main caring role) 🗆

Prefer not to say 🗆