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**JOB DESCRIPTION – Casual FOH / Duty Managers with Box Office**

**Responsible to:** FOH Manager; General Manager

**Accountable to:** Trustees of the North Wall

**Reports**

The post reports in the first instance to the North Wall Front of House Manager, and thereafter to the General Manager and Co-Directors.

**Relates to**

All North Wall staff

Visiting artists, theatre companies and exhibitors

Visiting members of the public

St Edward’s School teaching, support staff and pupils

**Job Summary**

Postholders will act as Duty Manager for the North Wall during shifts, and will be responsible for the safety and security of the building and its occupants. Core duties include manning the box office at all times when on duty, and acting as Front of House Manager during events and performances in the theatre, gallery and studios. You may also be asked to provide administrative and marketing support during shifts, and to provide emergency cover in case of staff holidays, unexpected sickness or absence for whatever reason.

**Main Tasks and Responsibilities**

**Box Office and Reception**

* Opening and staffing the North Wall’s box office during normal opening hours in the absence of the FOH Manager, as per designated shifts
* Dealing with customers on the phone and face to face
* Using the North Wall’s Ticketsolve box office system to sell tickets, manage customer records and run daily and weekly reports as needed
* Selling tickets for the Christmas show, using the Spektrix box office system (autumn only)
* Cash handling and cashing up
* Overseeing / stewarding public exhibitions in the North Wall Gallery space
* Providing information to, and acting as a point of contact for, gallery visitors
* Dealing with a wide variety of visitors and a range of public enquiries – in person, by telephone or by email
* Taking responsibility for security in the building, including the flow of people allowed onto the premises during the day and for lock-up procedures at night

**Front of House / Duty Manager**

At all times:

* Taking ultimate charge of the theatre and public, and providing a presence in the foyer when on duty
* Being fully familiar with building alarms, equipment and evacuation procedures, and leading a building evacuation if necessary
* Acting as the designated First Aider whenever on duty (training will be provided, if necessary)
* Keeping all FOH areas clean and tidy
* Ensuring safe and accurate cash handling and cashing up procedures
* Taking overall responsibility for building evacuation in the event of a fire or other emergency
* Providing a very high standard of customer care to all users of and visitors to the building
* Closing down / locking up the building at the end of a shift

During Events and Performances:

In addition to the above duties, you will be responsible for overseeing and controlling all aspects of FOH work, including:

* Carrying out all pre-show checks, ensuring exit routes are clear, the auditorium is clean and tidy and seats are appropriately numbered
* Set up of bar prior to the show and maintaining stock levels
* Checking and maintaining the bar and box office floats
* Supervising and briefing volunteer ushers
* Bar sales, cashing up and logging procedures
* Manning the box office, including door sales and ticket collection
* Overseeing sales of programmes and merchandise where necessary
* Exit flyering and/or any other forms of event or project publicity and promotion as directed by the Programme and Marketing Manager
* Completing the Event Report sheet for each performance

Please note, you may also be asked to work alongside the North Wall FOH Manager to provide additional support on particularly busy events. On these occasions, your role will be to assist in all ways and to take responsibility for areas as directed by the FOH Manager, who will act as Duty Manager whenever present.

**Marketing and Administration (daytime)**

* Assisting with designated marketing and administrative tasks as needed or directed,

**Hours of work**

This is a casual part-time position, with no core hours. Hours will be scheduled in with the post-holder as needed, in advance wherever possible, although, in view of the intention to provide emergency cover for scheduled and unscheduled staff absence, some additional hours may need to be scheduled at short notice, depending on the post-holder’s availability. Regular weekend and evening working is highly likely. A flexible approach is essential as hours will vary on a week to week basis.

**Salary**

£9.50 per hour for all hours worked, including during training.

**Holiday Pay**

You will receive holiday pay at the end of each term, based on the number of hours worked. Your entitlement to holiday pay is 5.6 weeks a year, pro rata to hours worked.

**Sickness benefit**

There is no entitlement to sickness benefit, except for Statutory Sick Pay, which will be paid if the qualifying conditions are met.

**Safeguarding at St Edward’s**

The North Wall is owned by St Edward’s School and we are committed to safeguarding and promoting the welfare of children and young people. We aim to create and maintain a safe environment for our pupils, where they feel respected and supported. We expect all staff to share this commitment and to become familiar with our policies and procedures for child protection and security. It is a requirement of the Children Act and Care Standards Regulations that all employees of the school must receive enhanced clearance from the Disclosure & Barring Service.

**Miscellaneous**

* Free lunches / evening meals are available during times when the school’s kitchens are in operation.
* Car parking is available on-site but this not a contractual right.

**Health and safety**

Under the Health & Safety at Work Act 1974 all staff must take reasonable care of their own health and safety and of others who may be affected by their actions or omissions at work and must comply with the school in its understanding of any relevant statutory provision. Staff must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the statutory provisions.