

JOB DESCRIPTION

FRONT OF HOUSE SUPERVISOR / ADMINISTRATION ASSISTANT

Reports to:	The North Wall Front of House Manager
Responsible to:	The North Wall Trustees
Contract:	Permanent
Salary:	Dependent on experience.
Contracted hours:	Full-time working 40 hours per week. There will be regular weekend and evening working. A flexible approach is essential as hours will vary on a week to week basis.

1. Role Purpose

The FOH Supervisor supports the FOH Manager to run The North Wall's front of house operations, deputizing for them in their absence; and assists with a range of day-to-day administrative and marketing tasks.

2. Role Dimensions and Scope for Impact

The post-holder will cover Duty Management shifts for performances and events as required, supervising FOH volunteers and overseeing bar operations. When on duty, the post-holder will be also be responsible for handling box office and bar takings, stewarding Gallery exhibitions and maintaining the safety and security of the building. During quiet days, when FOH and box office responsibilities are limited, the post-holder will assist with a range of day-to-day administrative tasks set by the Programme and Marketing Manager, Gallery Manager or Co-Directors.

3. Core Responsibilities

Box Office and Reception

- Opening and staffing The North Wall's box office in the absence of the Front of House Manager, during normal opening hours.
- Dealing with customers - in person, by telephone and by email.
- Providing a reception service for all users of the building: visiting artists and companies, staff and pupils of St Edward's School and the general public.
- Using The North Wall's Ticketsolve box office system to sell tickets, manage customer records and run reports as needed.
- Overseeing public exhibitions in The North Wall Gallery space and providing information to Gallery visitors.
- Taking responsibility for security in the building, including lock-up procedures at night.

Front of House / Duty Manager

- Taking charge of the theatre and providing a presence in the foyer when on duty.

- Keeping all Front of House areas clean and tidy.
- Providing a high standard of customer care to all users of and visitors to the building.
- Being familiar with building alarms, equipment and evacuation procedures, and leading a building evacuation in the event of a fire or other emergency.
- Acting as the designated First Aider whenever on duty (training will be provided, if necessary).
- Securing the building at the end of a shift.
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During Events and Performances:

In addition to the above duties:

- Carrying out all pre-show checks, ensuring exit routes are clear, the auditorium is clean and tidy, and seats are appropriately numbered.
- Handling the box office, including door sales and ticket collection.
- Overseeing sales of programmes and/or merchandise.
- Setting up the bar, maintaining stock levels and assisting as needed.
- Overseeing all bar operations, logging and reconciling sales.
- Supervising and briefing volunteer ushers.
- Dealing with event or project publicity and promotion as directed by the Programme and Marketing Manager.

Administration

- Assisting with a range of day-to-day administrative tasks set by the FOH Manager, Programme and Marketing Manager, Gallery Manager or Co-Directors.
- Providing support to the Gallery Manager as needed for installation and take-down of exhibitions.

Other tasks and duties

- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be specifically identified. You may be therefore required to undertake other tasks and duties that commensurate with the grade and nature of the role and/or in the reasonable discretion of the School.
- This job specification is current at the date shown. It will be reviewed from time by the Bursar to ensure that it remains current and the School reserves the right to make reasonable changes.

4. Knowledge, Skills, Experience and Personal Attributes

Qualifications

First Aid certificate or willingness to undergo training	Desirable
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Skills

Excellent spoken and written English	Essential
IT literacy, including some experience of Microsoft Word and Excel	Essential
Strong organisational skills	Essential
Strong communication skills: face to face, telephone and online, and the ability to deal effectively with a wide variety of customers	Essential

Experience

Experience working in a busy public-facing role	Essential
Previous administrative experience	Essential

Previous experience of cash handling and reconciliation	Essential
Experience using box office software	Desirable
Experience working in a theatre front of house role	Desirable
Previous experience supervising staff or volunteers	Desirable

Personal attributes

Commitment to safeguarding children and young people	Essential
Commitment to continuous professional development	Essential
Willingness to commit to the School's aims and values	Essential
Commitment to equity, diversity and inclusion and understanding how this applies to the role	Essential
Reliability and flexibility, particularly with regard to varied working hours	Essential
Enthusiasm, motivation, good humour and a positive, can-do attitude to the role and its tasks	Essential
Ability to take charge, lead and manage situations involving many different people	Essential
A calm, capable and unflappable manner when dealing with busy events and members of the public	Essential
The ability to work well as part of a team, but also to use initiative and to work autonomously, as necessary	Essential
Strong commitment to customer care, and a desire to give all users of The North Wall the very best experience possible	Essential
Willingness to undergo training on all aspects of the role	Essential
A personal interest in the arts, and understanding of the ideals and goals of an arts organisation	Desirable
Willingness to learn and adapt to changing technologies	Desirable

5. Confidentiality and Data Protection

In the course of their employment, staff may have access to confidential information relating to pupils and their families, or to the general business of the School, and they are required to exercise due consideration in the way in which they use such information. A strict code of confidentiality must always be respected and followed. The School is registered as a Data Controller with the Information Commissioner's office (ICO) for the purpose of UK General Data Protection Regulations (UK GDPR) and staff must not at any time use the personal data held by the School or disclose such data to a third party. Staff should not act in any way which might be prejudicial to the School's interests.

6. Child Protection at St Edward's

St Edward's is committed to safeguarding and promoting the welfare of children and young people and 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 and Barring Service.

7. Health and Safety

The School is obliged, so far as is reasonably practicable to provide safe and healthy conditions and safe systems of work for all employees which prevent risk to health, safety and welfare. You are required by health and safety legislation to take reasonable care for your own health and safety and

for the health and safety of others. Employees 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.

8. Hours of work

Hours of work will depend on incoming productions and other uses of the performance spaces. The nature of the job is that there will be periods of intense production work followed by less intense periods. Commitments will involve some unsocial working hours, especially during production periods. This will be balanced out where possible with lighter shifts during the day and outside these periods, and time off in lieu will offered where the demands of the job allow - although this will vary from season to season, or even from week to week. A highly flexible approach is therefore required. The School will not require the post-holder to work more than an average 40 hours each week, nor will the hours worked infringe their rights under Working Time regulations. There may be occasions when extra hours are needed, for which time off in lieu will be given at a mutually convenient time.

9. Holidays

Annual Holiday entitlement is 25 days per year, plus bank holidays. The holiday year runs from 1st September to 31st August and all holiday should be agreed by The North Wall Front of House Manager.

10. Pension

The role is eligible for membership of the School's pension scheme for support staff. This is a defined contribution pension scheme into which the employee contributes 5% of gross salary and the employer contributes 8%.

11. Probationary period

The appointment is subject to a probationary period of three months.

12. Organisation Chart

The North Wall Trust is a charity operating from The North Wall Arts Centre, reporting to a board of trustees. St Edward's School is the principal sponsor of The North Wall Arts Centre, and the parent company of The North Wall Trust.

