

DUTY FRONT OF HOUSE MANAGER

Recruitment Pack

WHO WE ARE



“It’s just made me even more creative and probably made me a better, happier person” Participant, Young Theatre Makers

“Coming here has just really opened my eyes to what theatre can be.”
Erica, Young Theatre Maker & Assistant Facilitator



“Thrilling fresh look at Arthur Miller’s masterwork... outstanding update on one of the great plays of the 20th Century”

The Stage on Tobacco Factory Theatres’s production of
Arthur Miller’s *A View From the Bridge*, directed by Mike Tweddle



“Delightfully whimsical... this show is ready to smack a big smile over your face.”
Broadway World on Tobacco Factory Theatres’s production of *The Borrowers* by Mary Norton

Our mission is to provide a welcoming home for creative adventures and human connection; to offer incredible theatre and opportunities to learn and exchange ideas.

Tobacco Factory Theatres is a much-loved independent theatre and arts charity, located in a re-purposed factory and operating two flexible theatre spaces. Born out of an experiment 20 years ago, we are continually developing and our vision is to build an inclusive creative community rooted in our home in South Bristol. Our unique setting makes for electrifying experiences and we deliver these in our trademark adventurous spirit.

We want our inspirational theatre to take people on creative adventures, nurture talent and provide life-changing opportunities. Through our varied and highly regarded artistic programming, professional development work and creative engagement department, we use culture to bring about positive change in our community. We regularly welcome 70,000 people through our doors each year.

Over the last 15 months, we have navigated a major threat to our existence. This has involved significant challenges, but has strengthened our determination to be the best we can be. We have adapted, developed new and exciting partnerships and are committed to supporting the resurgence and strengthening of a vibrant and inclusive cultural scene for Bristol. At the end of 2021, we will celebrate our 20th birthday, which offers a chance to reflect on two decades of ambitious experimentation and growth, and articulate a vision for the next decade.

INCLUSION AND DIVERSITY

Our vision is to build an inclusive creative community rooted in our home in South Bristol. Our inspirational theatre will nurture talent and provide life-changing opportunities for all.

The unforgettable experiences we offer are built on the values of curiosity, kindness, collaboration and inclusion. We want everyone who attends Tobacco Factory Theatres to feel equally welcome, respected and valued.

To achieve this, we need to make our programmes and spaces more accessible and relevant. We are thus committed to embodying and championing diversity and inclusion across our audiences, beneficiaries, staff and Board.

Whilst we welcome applications from people of all backgrounds, we encourage applications from people who have experienced barriers, exclusion or a lack of representation within theatre or the arts. We will offer a guaranteed interview to anyone who identifies as such, providing they meet the skills and experience specified for this role under the heading 'We would like to hear from people who have'.

Job Title: Duty Front of House Manager
Reports To: Operations Manager
Responsible for: Front of House Staff

JOB DESCRIPTION: DUTY FRONT OF HOUSE MANAGER

Tobacco Factory Theatres is looking for a new Duty Front of House Manager. We require a flexible, reliable, proactive and friendly member of staff who can work evenings and weekends, managing the Front of House operations during shows. We have a busy Christmas season and we require all staff to provide availability over this period.

As a Duty Front of House Manager you will be responsible for the opening and closing of the building and will oversee the set up and running of the theatre FOH and bar during performances. You will assist our audiences as they arrive and watch performances in our Factory and Spielman Theatres and you will work closely with our technical, box office and marketing teams to ensure the theatre runs smoothly at all times.

As a Duty Front of House Manager, you will:

- Manage the Front of House team during performances, taking responsibility as the most senior member of staff on shift.
- Work alongside the Box Office and Technical departments to ensure the smooth running of the theatre during public performances.
- Be the appointed person for leading on first aid, incidents or evacuations etc...
- Work with other FOH staff and volunteers to upsell merchandise and programmes.
- Cash up and reconciliation of nightly takings.
- Key-holding responsibilities, including locking up the building at the end of the shift.
- Represent the theatre in a helpful and friendly manner; ensuring the highest standard of customer care while maintaining the unique, approachable and accessible persona that Tobacco Factory Theatres is known for.
- Positively and proactively respond to customer needs and enquiries, including resolving difficult situations and involving the Operations Manager in complaints where appropriate.
- Run the FOH operations during any off-site productions in venues around Bristol, if and when required.
- Other related tasks as required by the Operations Manager.

We would like to hear from people who have:

- Excellent customer service experience at a managerial level.
- Experience of managing a team of staff.
- Cash handling and reconciling experience.
- Experience of bar management including stock takes, stock control and line cleaning.
- Experience as a key-holder

You may also have:

- Previous work in a theatre.
- Experience with the Box Office system Spektrix.
- An in date First Aid certificate.
- An in date Fire Marshall Certificate.
- An in date Health and Hygiene certificate.
- Efficient in using Microsoft Word and Excel programmes.

Information about the role

Hours per week:	Mainly evening and weekend work, approx 1 to 2 shifts per week with opportunity to do more in bust periods
Salary:	£10.16 per hour TFAT subscribes to an auto enrolment pension scheme
Contract:	Zero hour contract
Holiday:	Accrued based on number of hours worked
Employer:	Tobacco Factory Theatres
Location of post:	Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF
Responsible to:	Operations Manager
Trial period:	Two months
Notice period:	One month
Application Deadline:	Mon 08 November 2021, 5pm We regret that applications received after this time cannot be considered.
Interviews:	Week beginning Mon 15 Nov 2021
Start Date:	ASAP

APPLICATION PROCESS

All applications will be considered.

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If you require an Application Pack in an alternative format or have any questions about this role or the application, please contact theatre@tobaccofactorytheatres.com or 0117 9020345

To apply:

If you would like to know more about this opportunity, please contact Katy Wilkes, Operations Manager on 0117 9020345 or katy@tobaccofactorytheatres.com.

You can find more information about Tobacco Factory Theatres on our website: tobaccofactorytheatres.com

To apply for this position please email recruitment@tobaccofactorytheatres.com with the subject 'FOH Manager' and include all of the following:

- Your CV including two referees
- A cover letter (max 2 sides of A4) or film/audio file detailing relevant experience and why you would like this role
- A completed Equalities Monitoring form

Deadline: **5pm on Mon 08 November 2021**
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Interviews: Week beginning Mon 15 Nov 2021

Start date: ASAP following offer.