

## FRONT OF HOUSE ASSISTANT

### 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:** Front of House Assistant

**Reports To:** Operations Manager

### **JOB DESCRIPTION: Front of House**

Tobacco Factory Theatres is looking for several new Front of House Assistants as we begin to increase our activity following the Covid-19 pandemic. We require flexible, reliable, proactive and friendly members of staff who can work evenings and weekends, to join our Front of House team working shifts on our bar during shows in the Factory and Spielman Theatres.

Tobacco Factory Theatres is open over Christmas, so we are looking for people that can commit to shifts over the busy Christmas schedule.

#### **As Front of House Assistant you will:**

- Work alongside the Duty Front of House Manager on shift to ensure the smooth running of the theatre during public performances.
- Serve at the bar and prepare interval drinks, whilst making sure cash handling and recording of wastage is accurate and is in line with our procedures.
- Act as an usher during performance in the theatres and assisting audiences during their visit to Tobacco Factory Theatres.
- Work with our FOH team to upsell merchandise and programmes.
- Positively and proactively respond to customer needs and enquiries.
- 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.
- Other related tasks asked of you by the Duty Front of House Manager whilst on shift.

#### **We would like to hear from people who have:**

- Excellent customer service experience.
- Previous experience working on a bar.
- Cash handling experience.

#### **You may also have:**

- Previous experience working in a theatre
- Experience of bar management including stock takes, stock control and line cleaning

## Information about the role

Hours per week:	Mainly evening and weekend work, approx 1 to 2 shifts a week with opportunity to do more in busy periods
Salary:	£8.91 per hour  TFAT subscribes to an auto enrolment pension scheme
Contract:	Zero hour contract
Holiday:	Accrued based on number of shifts 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:	Monday 08 Nov 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](mailto: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](mailto:katy@tobaccofactorytheatres.com).

You can find more information about Tobacco Factory Theatres on our website: [tobaccofactorytheatres.com](http://tobaccofactorytheatres.com)

To apply for this position please email [recruitment@tobaccofactorytheatres.com](mailto:recruitment@tobaccofactorytheatres.com) with the subject 'FOH Assistant' 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**  
Applications received after this time cannot be considered.

**Interviews:** Week beginning Mon 15 Nov 2021

**Start date:** ASAP following offer.