

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’ 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’ production of *The Borrowers* by Mary Norton

Patron Mrs Mary Prior CVO MBE

Trustees Sarah Smith (Chair), Joseph Bell, Sam Charleston, Alison Eynon,
Mike Forrest, Laura Knight, Ewen Macgregor, Matt Penneyard, Christelle Pellecier,
Rick Stone & Ceri Wade.

Company no. 04536120 / Charity no. 1097542



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**ARTS COUNCIL
ENGLAND**

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. Pre-Covid we were welcoming 70,000 people through our doors each year.

Over the last two years 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.

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'.

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Job Title: Front of House Assistant

Reports To: Operations Supervisor

JOB DESCRIPTION:

Tobacco Factory Theatres is looking for several new Front of House Assistants to join our Front of House team. We are looking for friendly, reliable and organised members of staff with excellent customer service experience to work evening and weekend shifts during shows in our theatres.

As a Front of House assistant you will work on our Theatre Bar selling drinks, snacks and merchandise, you will assist customers as they visit the theatres and you will act as ushers during performances.

This position is for approximately 10-12 hours per week. Shifts mainly take place during evenings and at weekends and each week must include at least one weekend shift.

Rota's are confirmed one month in advance and shifts range from 3 - 5 hours in length. The Theatre is open all year round including the busy holiday periods when Front of House Assistants will need to be available. This includes Christmas and New Year when shifts will include Boxing Day.

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, Bar and Front of House during public performances.
- Assist the Duty Front of House Manager to set up the Theatre Bar and run any pre-opening checks.
- Serve on the Theatre Bar preparing drinks, snacks and merchandise orders as required and assisting audience members during visits to our theatres.
- Work with our FOH team to upsell merchandise, programmes and promote future performances.
- Usher performances in our Theatres, checking tickets, assisting with latecomers and monitoring audiences
- Assist the Duty Front of House Manager during incidents or evacuations
- Perform bar maintenance, cleaning and pack down duties during and at the end of shifts
- 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

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We would like to hear from people who:

- Have excellent customer service experience.
- Have previous bar experience.
- Have cash handling experience.
- Enjoy working in a fast paced, public facing setting.

You may also have:

- Previous experience working in a theatre.
- An in date First Aid, Fire Marshal or Health and Hygiene certificate.
- Experience of bar management including stock takes, stock control and line cleaning

Information about the role

Hours per week:	Approximately 10-12 hours per week. Shifts mainly take place during evenings and at weekends and each week must include at least one weekend shift.
Salary:	£10.00 per hour TFAT subscribes to an auto enrolment pension scheme
Contract:	Zero hour contract
Holiday:	Holiday accrued (pro rata) depending on hours worked
Employer:	Tobacco Factory Theatres
Location of post:	Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF
Responsible to:	Operations Supervisor
Trial period:	Two months
Notice period:	One month
Application Deadline:	10am on Thursday 17 November 2022 We regret that applications received after this time cannot be considered.
Interviews:	Week beginning Monday 21 November 2022
Start Date:	ASAP

APPLICATION PROCESS

All applications will be considered.

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 listed under the heading 'We would like to hear from people who have' above.

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 902 0345.

To apply:

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 'Front of House Assistant' and include all of the following:

- Completed application form outlining your experience against the personal specification
- OR a short film/audio file detailing relevant experience and why you want this role
- A completed Equalities Monitoring form

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Start date: ASAP following offer

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