



JOIN THE JOURNEY...



Tobacco Factory Theatres is a place of welcome and wonder. A safe and inspiring place to share stories and be creative. Based in the iconic Tobacco Factory in South Bristol, our work connects people through the power of live theatre and the arts.

We present over 300 performances annually to audiences of over 50,000 including bold in-house productions and co-productions with nationally respected companies. We also receive many of the country's top touring performances, from exciting new work to comedy, music, spoken word and work for families.

We have two dynamic spaces, The Spielman which houses our experimental and engagement programme and The Factory, a flexible and unique space which presents work in a variety of ways including our distinctive 'in the round' configuration.

Over 400 local creatives take part in our Artistic Development programmes; including our Acting and Writers Labs and city wide Artist Membership scheme. We are proud to offer thousands of creative learning and participation opportunities to local people through our Get Involved programme from regular workshops to bespoke offers.

In 2023, we made our work more accessible than ever with 1,377 financial difficulty tickets issued for those who would not be able to attend at the standard or concessionary price. At Christmas we were delighted to offer our first, free Community Performance for local youth projects, refugee charities who support asylum seekers, school children and organisations working with people with additional needs.

Working from a place of sustainability, this coming year at TFT promises to be an exciting time of growth with 3 new in-house productions; *The Marriage of Figaro* (co-produced with Opera Project), *Hansel and Gretel* (co-produced with New International Encounter) and *The Winter's Tale* (directed by our Artistic Director, Heidi Vaughan). These productions will compliment our extensive received programme and dynamic Get Involved activities, bringing opportunities to welcome even more people through our doors as part of our wonderful journey.

Job Title: Front of House Coordinator
Reports To: Head of Operations
Responsible for: Front of House Team

Scope:

The Front of House (FOH) Co-ordinator is a member of the Operations Team, playing a key role in our departmental strategy, assisting with the day to day running of our busy building and the delivery of our public facing activity.

You will oversee the running of the Theatre Bar, public areas and FOH team, ensuring income targets are met, compliance and best practice is achieved at all times. You will have responsibility for recruiting, on-boarding and holding a team of FOH staff and volunteers.

A key area of this role will be to maximise the use and income from hiring our spaces. You will work closely with the Operations Team to recruit and deliver a range of hires. Working on events where possible to ensure smooth and efficient delivery.

You will support the Operations Team to ensure compliance and best practice by conducting regular checks of facilities, equipment and assisting with the management of service contracts as well as suppliers.

Your time will be split across working in the office and Duty Managing shows. When Duty Managing shows you will lead the Front of House Assistants working on the Theatre Bar and work closely with our Technical and Box Office teams to ensure the Theatre runs smoothly at all times.

Key Responsibilities:

Bar

- To oversee the smooth operation of the Theatre Bar, ensuring the bar runs to its full potential at all times
- Working with the Head of Operations, implement improvements to increase the use, profit and accessibility of the Theatre Bar and FOH space
- To analyse stock and spend patterns to develop seasonal strategies for the Theatre Bar
- To perform regular bar administration including stock ordering, stock takes, regular reconciling of bar takings and the compiling of spend reports for Head of Operations
- To perform regular maintenance checks including line cleaning and equipment

- To ensure fixtures, fittings and equipment in the Theatre Bar and FOH areas are in good working order at all times
- To ensure compliance with Health and Safety, Health and Hygiene and Theatre Licencing at all times across our spaces

Front of House

- To recruit, train and oversee Duty Managers and Front of House Assistants
- To create monthly staffing forecasts and coordinate rotas to ensure all shifts are fully staffed
- To arrange cover for cancelled shifts including covering cancelled shifts if required
- Liaise with Visiting Companies regarding the sale of merchandise and/or special event requirements
- To work with the most senior member of staff when Duty Managing performances or events in our Theatre spaces, including;
 - Working alongside the Box Office and Technical departments
 - Welcoming and assisting with inductions of Visiting Companies
 - Performing pre-opening safety checks
 - Leading on first aid, incidents and evacuations
 - Cashing up reconciling shift takings and preparing daily reports
 - Positively and proactively responding to customer needs and enquiries

Hires

- To support the Head of Operations in developing the use and commercial potential of the Theatre Bar, FOH, Meeting Room and Theatre Spaces in line with the Hospitality and Hires strategy
- To work as part of the Operations Team, facilitate hires of the Theatre Bar, FOH, Meeting Room and Theatre Spaces by actively recruiting, responding to enquiries and overseeing the running of events
- To support the Head of Operations with the creation of a Hires and Hospitality brochure
- To support the smooth running of press nights, launches and internal events

Operations

- To support the Operations Team with the scheduling of activity and resource across all spaces to ensure they are supported and appropriately staffed
- To assist with enquiries relating to the Theatre Bar, FOH, and the visitor journey



JOIN THE JOURNEY...

- To assist the Head of Operations in the day to day management of service contracts, ensuring value for money and quality of delivery at all times
- To work closely with the Head of Operations and the Senior Technician, assisting with a program of regular safety checks across the organisation
- To assist the Head of Operations to ensure risk assessments are in place for all public aspects of the building and back of house areas
- To support the Head of Operations to ensure the fixtures, fittings and equipment in the Theatre offices and back of house are in good working order at all times
- To play an active role in the work of the Health and Safety and Environmental committees

Other

- To be an informed and enthusiastic member of the team
- To attend staff meetings and away days, and other theatre events including season launches and press nights
- To attend productions & keep abreast of all activities in the Theatres
- To abide by the Tobacco Factory Theatres policies and procedures
- Any other duties as mutually agreed with the Head of Operations

Person Specification:

Essential

- Experience of hiring spaces to a broad range of clients
- Exceptional people skills, including verbal and written communication
- Strong organisational skills, with meticulous attention to detail
- Experience of FOH Management in a busy venue
- Previous experience as a bar supervisor
- Experience Duty Managing Arts events
- Experience of the back of house operation of a busy bar including, celler management, stock control, line cleaning and bar administration such as reconciling takings and reporting.
- Experience of bar till systems

Desirable

- An entrepreneurial thinker with a can do approach to problem solving
- Level 2 Personal license holder
- Fire Marshal certificate
- Health & Hygiene certificate



JOIN THE JOURNEY...

Annual Salary:	£26,500 pro rata per annum paid monhtly in arrears
Contract:	1 year fixed term
Hours:	32 hours per week (0.8 FTE)
Shift Pattern:	Wednesday-Sunday (inclusive) on a rota system. A mixture of daytime and evening shifts will be scheduled in line with the theatre program.
Holiday:	30 days (pro rata) per annum inclusive of Bank Holidays
Probationary Period:	3 months in which notice period is one week on either side
Notice Thereafter:	2 months
Place of Work:	Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF

APPLICATION PROCESS

We strongly welcome application from people whose identities or backgrounds are under-represented in the arts industry. If this applies to you, please refer to this in your application and we will guarantee an interview if you meet the criteria listed in the 'Essential' section.

To apply:

Please email recruitment@tobaccofactorytheatres.com with the subject 'Front of House Co-ordinator' and include all of the following;

- Completed application form
- Completed Equalities monitoring form

Deadline:

10am Monday 22 July 2024

Applications received after that time cannot be considered.

Interviews:

To take place after shortlisting - normally 4-5 business days after applications close.

Start date:

ASAP following offer.

TOBACCO FACTORY THEATRES

tobaccofactorytheatres.com

*Tobacco Factory Theatres would like to thank Arts Council England and Bristol City Council
for their continued support.*



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

