



**TOBACCO  
FACTORY  
THEATRES**



# 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 Assistant

**Reports To:** FOH Coordinator

This is a non-exhaustive list and you may be asked to complete tasks which do not appear in this job description.

## **BAR**

- Proactively support the set-up and pack-down of the theatre bar, ensuring the highest standards of hygiene and presentation are met.
- Serve customers from the bar pre-show, during the interval, and post-show, preparing drinks, snacks, and merchandise orders as required.
- Have good working knowledge of products, upselling and engaging in the story behind the products.
- Ensure that any maintenance queries are logged with the Duty Manager, performing basic maintenance when required.
- Work in a clean and tidy manner whilst serving on the bar.
- Work collaboratively as part of a team.
- Adhere to all cash handling procedures and work with Lightspeed
- Abide by and enforce licensing laws.
- Report low stock levels to the Duty Manager.

## **THEATRE**

- Usher performances in both theatre spaces.
- Assist with latecomers.
- Monitor and ensure the safety of audiences.
- Assist the Duty Manager during incidents or evacuations.
- Be aware of your responsibilities and role in an evacuation.
- Give tailored support to access customers, determined by their needs.
- Positively and proactively respond to customer needs and enquiries.

## OPERATIONS

- Ensure smooth delivery of private hires, conferences, and event activities under the Duty Manager.
- Ensure all health and safety standards are met and all in-house procedures are followed.
- Be a proactive member of the team in all aspects of the role including escalating concerns, or raising ideas of additional measures that could be put in place.
- Work alongside the Duty Manager on shift to ensure the smooth running of the Theatre, Bar and Front of House during public performances.
- Assist audience members during visits to the theatres.
- Sell, maintain quality and safe storage of merchandise and programmes.
- Promote future performances.
- 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.
- Report and correctly store lost property with Duty Manager.
- Other related tasks asked of you by the Duty Manager.

## WAGE:

£11.45 per hour, paid in monthly in arrears plus holiday pay

## CONTRACT:

Casual/Zero-hours Worker, fixed until 31st March

## HOURS:

Variable, by arrangement. Evening and weekend work will be required.

**We require good availability around our busiest periods for this role, which are during December and March 2025 please consider this when applying**

## APPLICATION PROCESS

All applications will be considered.

Whilst we welcome applications from people of all backgrounds, we encourage applications from people whose identities or backgrounds are under-represented in our organisation, including those who face barriers to opportunities, people from working class backgrounds, people from the LGBTQIA+ community, and people from Black, Asian, traveller, mixed heritage or other global majority backgrounds.

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 'We would like to hear from people who have'.

If you require an Application Pack in an alternative format or have any questions about this role or the application, please email:

**[recruitment@tobaccofactorytheatres.com](mailto:recruitment@tobaccofactorytheatres.com)**

### To apply:

Please email [recruitment@tobaccofactorytheatres.com](mailto: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

### Deadline:

4th November, interviews to be held on Thursday 7th November 2024

Applications received after that time cannot be considered.

### Interviews:

interviews to be held on Thursday 7th November 2024

### Start date:

ASAP following offer.

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[tobaccofactorytheatres.com](http://tobaccofactorytheatres.com)

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