



Notley High School & Braintree Sixth Form
Job Description



braintree arts theatre

Job Title	Casual Front of House, Braintree Arts Theatre
Responsible to	Theatre and Technical Manager
Job Purpose	To provide support to facilitate the smooth running of an event, performance or hire.
Duties	<ul style="list-style-type: none">• To ensure the comfort and safety needs of the audience at all times before, during and after a performance.• To be familiar with Braintree Arts Theatre's fire and evacuation procedures and to attend all emergency and evacuation drills and training in order to be able to carry out emergency procedure correctly.• To be responsive to any other emergency that may occur, such as sudden illness and to react with calmness, speed and efficiency.• To be aware of the standard of tidiness required in the dressing rooms, foyer and the auditorium and to be responsible for maintaining the standard at all times.• To be familiar with the Theatres products and facilities and in particular future shows and events in order to assist the public with queries and to promote the work and image of the theatre.• To be competent in operating the Box Office software and basic cash handling.• To assist in sales of merchandise and confectionary to members of the public.• To set up the theatre space before the show and afterwards including moving and handling chairs and tables, distributing flyers, arranging dressing rooms and any other duties reasonably required.
General	<ul style="list-style-type: none">• The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment• To ensure a safe working environment in all areas• To maximise income and minimise expenditure wherever possible.• To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager• To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace• Ensure that all duties and services provided are in accordance in the School's Equal Opportunities Policy• The duties above are neither exclusive nor exhaustive and the post holder may be required by the Head teacher to carry out appropriate duties within the context of the job, skills and grade.

PERSON SPECIFICATION
Casual Front of House

General heading	Detail	Examples
	Specific qualifications & experience	Experience of customer service A keen and active interest in the Arts, specifically the theatre sector A positive attitude with a high level of self-motivation and ability to work on your own initiative
	Knowledge of relevant policies and procedures	Knowledge of health and safety policies and procedures
	Literacy	Good reading and writing skills
	Numeracy	Ability to count and undertake basic calculations
	Technology	Ability to operate the Box Office software (training will be given)
Communication	Physical	Physically able to perform manual handling including lifting chairs and tables
	Written	Ability to complete forms
	Verbal	Ability to exchange verbal information clearly and communicate effectively with our audience
	Negotiating	Ability to consult and work collaboratively with colleagues Excellent interpersonal skills
Working with others	Working with partners	Understand the role of others working in and with the theatre
	Relationships	Ability to establish rapport and respectful and trusting relationships
	Team work	Ability to work effectively with other adults Ability to work on own
	Information	Ability to provide timely and accurate information Excellent attention to detail
Responsibilities	Organisational skills	Good organisational skills Calm under pressure and able to multitask
	Line Management	N/A
	Time Management	Good time management and ability to prioritise effectively and meet show deadlines
	Creativity	Ability to follow instructions and use own initiative
General	Equalities	Demonstrate a commitment to equality
	Health & Safety	Good understanding of Health & Safety
	Child Protection	Understand and implement the school's child protection procedures as necessary
	CPD	Be prepared to develop and learn in the role