

Job Description: Theatre Front of House Lead

Reporting to: Theatre Manager



The key purposes of this role:

- Provide a professional service for both artists and customers at the Sundial
- Support the Theatre Manager in delivering safe and well-organised Sundial Theatre events
- Effectively supervise the theatre staff team and volunteers at performances
- Deputise for the Theatre Manager in their absence
- Play a leading role as part of the Theatre team in providing the best possible service to our students and other stakeholders.

	This front-line support post is responsible for:
Provide a professional service for both artists and customers at the theatre	Liaising effectively with agents, artists, community groups and internal customers where required
	Lead on 'front of house duties' including meet and greet, checking tickets, ushering and providing information and assistance to customers
	Ensure efficient start and conclusion of the event and briefing of audiences where required
	Manage on the night bookings including cancellations, refunds and ticketing issues
	Ensure theatre is clean and both theatre and other rooms are left in a good state for the next day. Reporting any defects
To support the Theatre Manager in delivering safe and well-organised theatre events	Act as College representative during theatre events helping build the positive reputation of the Sundial Theatre and College
	Ensure clients adhere to College H&S and Safeguarding requirements.
	Assist with the preparation of marketing materials
	Ensuring accurate reporting and recording of accidents, near-misses, first aid calls and fire-damage including RIDDOR
	Risk assess activities, and including dynamic risk assessment at events and ensuring first aid cover
	Manage stock levels, adhering to agreed purchase limits and reporting deadlines
	Oversee cleaning, artist riders, set up of dressing room
	Ensure cash is handled securely to College requirements and record reconciliation accurately
	Set up and ensure legal operation of bar
	Manage stock and record sales and replenishment needs

	Ensure the problem solving of issues 'on the night' to ensure a high quality of customer care
Effectively supervise the theatre staff team and volunteers at performances	Ensure rota works effectively and that team know their roles
	Ensure compliance with College policies especially re safeguarding and health and safety, providing or agreeing training where necessary
	Direct and support theatre volunteers and students on work experience or placements
	Briefing staff and logging hours and costs accurately if required.
	Report on training needs of staff
Deputise for the Theatre Manager in their absence	Lead on events in the Theatre Manager absence including covering artist liaison, ticketing and organising staff cover
	Producing fair and efficient staff rotas and overseeing the team including ensuring task completion, scheduling work packages, rota
	Open and close venue to Estates requirement
	Take responsibility for the bar where required
Play a leading role as part of the theatre team in providing the best possible service to our students and other stakeholders	Actively promote the College to theatre users
	Share responsibility for designated areas eg backroom, bar, changing room including designated notice boards
	Alert the Theatre Manager about emerging risks and opportunities
	Undertaking such duties related to the work of the College as may be assigned, consistent with your level of responsibility
	Safeguarding and promoting the welfare of young people and vulnerable adults as part of your every-day duties

This role will require flexible working on evenings and weekends. Overtime must be authorised in advance by your line manager.

All staff are expected to work within College policies and procedures, with particular regard for Health & Safety and safeguarding.

Annual targets for each element in this job description may be agreed annually with your Line Manager.

Indicators/ sources for reaching performance judgements (not exhaustive):
Feedback from customers and other departments Theatre profile both within College and our wider community Compliance with College processes Feedback for Line Manager

Personal Specification

We are seeking someone who closely matches the following criteria:

Qualifications	Clean DBS check
	Basic first aid certificate or willing to work towards it
Skills/Personal Qualities	A good self-starter with the ability to work independently on own initiative with minimal supervision
	Able to confidently present a professional persona
	Excellent customer service skills and reputational awareness
	A strong interest in the performing arts and in developing the theatre
	Ability to establish good rapport with adults and young people and understand their needs
	Able to supervise a bar and a small group of staff
	Suitable to work in a College environment in the presence of children, young people and vulnerable adults and to act accordingly. (Knowledge of safeguarding practices and procedures)
	To have an understanding of H&S and Fire Safety regulations

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and do not justify a reconsideration of the grading of the post.



Theatre Front of House Lead

Salary: £10.28 plus holiday pay

Contract: Hourly Paid, Permanent

Required: Immediate Start Available

Dear Prospective Applicant,

Thank you for taking an interest in the theatre posts at Cirencester College. We are looking to recruit for this post as soon as possible because we have a busy schedule booked in already. The aim of this letter is to supplement the job description and give you the chance to judge whether the job and Sundial are right for you.

We are a top performing 6th form College, which was previously a tertiary College. The vast majority of our c2600 students are doing level 3 programmes, either A Levels or Vocational programmes, but the College is one of the first across the country which has been selected to deliver the new innovative T level qualifications. We also run apprenticeships and adult courses.

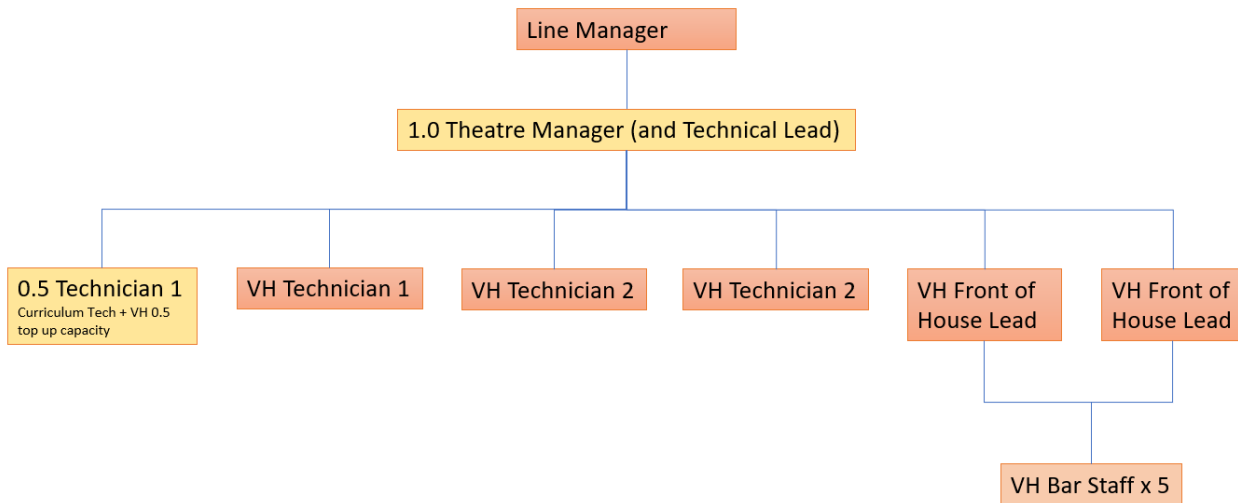
The Sundial Theatre was established in the 1990s to boost community arts and also to provide a real working theatre for our performance arts students. Our current model is for it to meet the needs of those courses, host a number of community groups from art to singing and to provide a commercial offer which aims to at least break even. In addition to a decent range of theatre facilities and seating for up to 250 there is a bar café area and garden. We have plans to upgrade the control area and increase capacity to at least 300 to enable us to tap into a wider range of performers.

Cirencester already has the Barn Theatre which caters to musicals and plays aimed at a particular client group. Our commercial target audience are a much wider demographic those who enjoy comedians, cover bands, folk and speakers. There is plenty of scope to develop the offer but we aim to complement other local provision rather than compete in the same pool.

Education is our main concern and we will be looking to develop more curriculum links related to (for example) music performance, set design and creative media as T Levels and Apprenticeships develop over the next few years. The theatre is also home to the Sundial Theatre Company, a student-led group. Ideally, we would like to see opportunities for students to learn technical and commercial theatre skills via involvement with the Sundial.

Following a restructure and makeover we are recruiting for a range of posts at the Sundial. These include Front of House, Bar Team and 2 grades of Technician. These are largely variable hours to reflect the needs of performances and work will mainly be evenings and weekends. Team roles have been designed in such a way that they can cover for each other and this also means that you can develop your CV by getting experience of different roles.

All are responsible roles with alcohol, HR and health and safety all aspects to consider. We will provide training and support for appointee depending on what they need most.



Relevant qualifications, employment and/or practical experience will be important factors but your personality, skills and ideas will be crucially important. We are keen to appoint motivated individuals who are committed to making the Sundial a success, a source of pride in the community and above all, a real asset for our students.

You would be joining a well-run and top performing College with a lot of great people. The role will be challenging as anything in the performance sector is and you will need to be a good self-starter who is comfortable with a high degree of autonomy. But you will get support and guidance both from your line manager and other staff from HR to marketing, finance to estates.

In terms of a work setting, both the College and the Cotswolds in general, are impressive. The campus itself has seen considerable investment in new buildings. It is situated on the edge of town, adjacent to the Bathurst Estate. The grounds of the Estate stretch for miles, with many staff using these to unwind, whether this be for a spot of lunch, a lunchtime stroll or a post-work run.

If you think this matches your aspirations, we look forward to receiving your application, which you should address to Human Resources.

If you would like to visit the Theatre or ask questions to find out more then please contact HR in the first instance

Yours sincerely

Jim Grant
Principal