

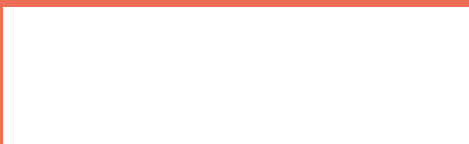
CASUAL FRONT OF HOUSE WORKER

RECRUITMENT PACK

Contract type: Casual Contract

Hours: Various and will include evenings and some weekend work

Salary: £9.90 per hour



HELLO!

WELCOME

Thank you for your interest in this vacancy with Burnley Youth Theatre. We are delighted that you are keen to know more. Within this pack you will find more information about Burnley Youth Theatre, the role of Casual Front Of House Worker and the process you need to complete if you are interested in working with us.

In this role you will work mainly at the front desk, welcoming visitors to our venue and dealing with customers and enquiries.

Due to being a designated key holder, applicants must be aged 18+.

We are looking for someone with excellent people skills, an outgoing personality, and a hard working attitude. You will need to work on your own initiative, as well as be able to follow clear instructions and complete tasks given to you in a timely manner. This role requires you to have responsibility for the front of house of the theatre so you should be reliable and trustworthy.

This is an outward facing role therefore you will need to be confident and comfortable with speaking to people on the telephone and in person, interacting with participants and visitors.

Through this recruitment process we are especially keen to hear from applicants who have a lived experience of being marginalised and we value experiences that can help us remove barriers to engagement within our organisation. We will provide a warm welcome to you and support you in the role with a full induction programme. No two days are the same at Burnley Youth Theatre, it is a dynamic and exciting place to work and during your time with us you will be supported to develop your career and next steps.

The team and I are all looking forward to hearing from you.

Karen Metcalfe
Artistic Director and CEO

Creatively inspiring children, young people and
EST. 1973

WHO WE ARE

We are a purpose built youth theatre set within beautiful woodland. We produce and programme pioneering work with, by and for children, young people and their families. Enriching the lives of individuals and our community.

Burnley Youth Theatre was established in 1973. Over the past 49 years, the organisation has grown from a small local voluntary organisation to a nationally well-respected charity and we continue to go from strength to strength.

We operate from two purpose-built venues, our main Burnley Youth Theatre venue (built in 2005) and the Moira Preston building (built in 2014). Our facilities include a 158-seat theatre, 3 studio spaces and 2 outdoor performance spaces.

We are a part of the Arts Council England National Portfolio and receive regular funding from them alongside support from funders such as; The National Lottery Heritage Fund; Burnley Borough Council; The Eric and Margaret Charitable Kinder Trust; The Henry Smith Charity and Garfield Weston. We are fortunate to have these regular sources of funding alongside the regular donations that we receive from our participants, their families and our local community.

“ Burnley Youth Theatre is an inclusive, supportive and fantastic organisation to work for. Throughout my time working on the team, senior management supported my growth and gave me opportunities for continued professional development. ”

Ollie Daley (he/they)
Engagement Manager at The Lowry



VISION, MISSION & VALUES

We are passionate about the arts and working with children and young people and our vision, mission and values underpin all of the work that we do.

Our Vision is that all children and young people will access high quality arts and culture.

Our Mission is to creatively inspire and challenge young people to take their next steps.

Our Values are contained within the following value statements:

- We provide multiple opportunities and points of access for children and young people to high quality arts and cultural activity through participation, through education, as young artists and as audience members for professional theatre.
- We open up possibilities for young people and families across the performing and other arts, and act as a gateway to the wider cultural sector.
- We enable children and young people to become independent creative thinkers who will show us where we need to go next.



OUR CORE PROGRAMME

We deliver our work across five strands of activity. As a member of our small team you will have opportunities to engage with all areas of this work while fulfilling the duties of your role.

Inclusive Youth Theatre

We deliver youth theatre activities for ages 0 – 18 (up to 25 for young people with learning difficulties or disabilities). This includes over 20 weekly youth theatre sessions and 6 youth theatre productions each year. As well as drama-based workshops we deliver specialist weekly sessions such as Connect (for young people with disabilities), Theatre for Change (a session for social and political change) and After The Rain (a session which advances the agenda of LGBTQ+ young people). We also deliver the Arts Award and have a Youth Board who represent the children and young people who are involved with the organisation.

Creative Education

We deliver a creative education offer in local primary, secondary and special schools. This can range from a one-off workshop based on a specific topic to a full term of weekly sessions which complement and support the national curriculum. We support schools to deliver the Arts Award and to achieve Arts Mark status.



OUR CORE PROGRAMME

Outreach

We deliver issue-based work with children, young people and families in community settings through our outreach programme. This is often project based and engages communities through film, drama, dance, art or music. We work in partnership with key agencies to deliver this work; previous partners include the police, sexual health team, health service and young carers. Past work has focused on issues such as knife crime, sexual health, extremism, forced marriage and alcohol misuse.

Professional Theatre

Our venue is a receiving house for professional touring theatre with a focus on theatre for children, young people and families.

The Professional Theatre programme has seen established theatre companies such as Little Angel, Shakespeare's Globe and The Royal Exchange bring work to our space and has established us as a family friendly venue offering a diverse programme of work.

Talent Development

We offer a variety of training opportunities for emerging artists and practitioners. This ranges from volunteer placements to paid traineeships. We are passionate about enabling young people aged 16 - 25 to begin and develop a career in the arts with a range of opportunities available.



EQUALITY, DIVERSITY & INCLUSION

Equality, diversity and inclusion principles are at the core of Burnley Youth Theatre and our work. We are committed to creating a culture in which equality, diversity and inclusion is celebrated and that people from all backgrounds are celebrated and welcomed into the organisation as participants, volunteers, freelancers and staff members.

We have an equality, diversity and inclusion policy and action plan which is regularly reviewed and updated by the board of trustees to monitor our progress on making Burnley Youth Theatre accessible for all.

Through this recruitment process we actively welcome applicants who have a lived experience of being marginalised. We are committed to inclusive working practices and understand that there are many barriers that people face when considering an opportunity like this.

If you are interested in this role but feel there are things that may prevent you from getting involved, please get in touch. However you define access, whether that be disability, white spaces, money, access to the internet, childcare, institutional transphobia or other forms of exclusion please let us know how we can support you in making your application and throughout the recruitment process.

If you are offered the position we will carry out a full induction programme to support embedding you into the role and organisation and we will work with you to meet any access requirements you need to be confident in your work.



CASUAL FRONT OF HOUSE WORKER

Contract type: Casual Contract

Hours: Flexible hours from rota (including evening and weekend work)

Salary: £9.90 per hour

Responsible to: Finance & Operations Coordinator and
Marketing & Communications Coordinator

Responsible for: Front of House Volunteers



JOB DESCRIPTION

Job Purpose

The Casual Front of House Worker will work predominantly at the front desk, dealing with customers and enquiries. Due to being a designated key holder, applicants must be aged 18+.

We are looking for someone with excellent people skills, an outgoing personality, and a hard working attitude. You will need to work on your own initiative, as well as be able to follow clear instructions and complete tasks given to you in a timely manner. This role requires you to have responsibility for the front of house of the theatre so you should be reliable and trustworthy.

This is an outward facing role therefore you will need to be confident and comfortable with speaking to people on the telephone, interacting with participants and audience members and be happy to talk to members of the public, giving them the information they require.

This post requires the successful candidate to work evenings and weekends.

JOB DESCRIPTION

Key responsibilities include:

- Signing participants into workshops using digital registers.
- Highlighting any Health and Essentials points to the workshop leader at the start of the workshop including disability, allergies, additional needs and photo consent.
- Supporting the workshop leader to manage the group if needed.
- Checking in on all active workshops and using the Walkie Talkie system to communicate with all workshop leaders.
- Documenting sessions through taking photographs and videos where instructed.
- Cleaning of common areas during workshop intervals such as the kitchen and foyer.
- To have responsibility for the reception and foyer area including ensuring all staff and visitors sign in and follow fire procedures.
- Answering telephone enquiries.
- Welcoming and assisting members of the public.
- Serving refreshments.
- Handling cash through sales, and reconciling the till system at the end of shift.
- Selling tickets for shows, via our online ticketing system.
- Setting up rooms across the two buildings for meetings, workshops and events.
- Assisting the Finance and Operations Coordinator and the Marketing and Communications Coordinator with administrative tasks.
- As a key holder, will be responsible for opening up and locking up the building.
- To provide an end of shift report to core staff.
- To handle petty cash and pay suppliers where required.
- Sale and handling of alcohol at certain events.

PERSON SPECIFICATION

Essential

- Excellent communication skills, in person, in writing and on the telephone.
- Ability to get on well and engage with a wide variety of people from different backgrounds.
- Experience of handling cash.
- GCSE Math grade 4 or above.
- Ability to manage own working schedule; prioritising tasks and meeting deadlines.
- Attention to detail and ability to maintain accurate records.
- Ability to work individually and as part of a team.
- Proficient with the use of IT; particularly Microsoft Word, Excel and Google Drive.

Desirable

- Experience in working in a public facing role (minimum 1 year)
- Experience of reconciling till systems at the end of shifts.
- Experience of working within a theatre environment.
- Interest in youth theatre and the arts.