



# NEW VIC

**Assistant Front of House Manager  
Information Pack  
November 2024**

## Welcome

Thank you for your interest in the post of Assistant Front of House Manager at the New Vic Theatre.

We are looking for an Assistant Front of House Manager to join our busy Front of House team. The role provides flexible support and cover for the team, and exceptional levels of customer care to our visitors.

The ideal candidate will have experience within a customer-facing role, with an ability to think on their feet whilst remaining calm and patient. This is an exciting opportunity to use existing skills and develop them across several varied roles within the team.

This role will predominantly be required to work evenings and some Saturdays, though some daytime hours will be required too, as will the ability to cover shifts at short notice.

The deadline for applications is **Friday 29 November 2024 at midday.**

Interviews will be held **w/c 2 December 2024.**

We hope that this pack will answer all your questions, but if there is anything else you would like to know about the role or working at the New Vic, please do get in touch on 01782 381371 or by email at [recruitment@newvictheatre.org.uk](mailto:recruitment@newvictheatre.org.uk)



## Department Information

The Assistant Front of House Manager works as part of the New Vic's Front of House department which is overseen by the Theatre Manager.

This department is responsible for operational aspects of the theatre's public performances and ensures that visitors are provided with a welcoming and safe environment.

The New Vic recognises the importance of excellent customer care and that every interaction with its customers is crucial in ensuring their whole experience is a positive one. Working across different areas of the department, this role plays an important part in delivering this successfully.

The Assistant Front of House Manager will undergo in-house training to become a Duty Manager and lead the Front of House team with the smooth running of shows. This will form the majority of this role but at other times, the Assistant Front of House Manager will provide flexible operational cover across other roles within the department. This exciting and varied role will require the successful applicant to be trained in fulfilling various positions and duties within the department, including:

- Undertaking the role of Duty Manager on public performances.
- Providing cover for both Front of House Attendants, and the Theatre Premises & Fire Warden, including building lock up.
- Supporting the Front of House Manager with public performances, conferences, events etc, as well as general assistance and administration within the department.

The successful applicant will be a confident, proactive, approachable individual who understands the need for first-class customer care and how to deliver it. They will be required to be versatile and adapt to changing situations and departmental needs whilst maintaining high standards.

# Assistant Front of House Manager

This role is offered on a part-time, permanent basis.

## Salary

The salary for the post is £24,744 per annum pro rata (£12,372 for 20 hours part-time role). The salary is paid monthly by credit transfer on the last Friday of each month.

## Hours of Work

This is offered on a rolling 4-week contract of 80 hours per 4-week period. The post holder will work an average of 20 hours per week Monday to Saturday scheduled on a rota basis. During the New Vic's Christmas show run (Nov-Jan) additional hours may be required.

The 4-weekly rota will be completed and distributed by the Theatre Manager in advance.

The New Vic is generally closed on Sundays and Bank Holidays but in certain circumstances, we may ask you to work on these days.

Shifts will predominantly be in the evening though some daytime hours will be required too, particularly during our Christmas production (Nov-Jan). The role will involve working regularly on a Saturday and flexibility is required to cover shifts at short notice due to illness etc.

You will be required to work flexibly according to the requirements of the role and therefore your start and finish times may vary.

Your meal break is unpaid and will normally be 30 minutes or one hour. Any hours in addition to your normal hours are to be agreed in advance with your manager.

Your working hours from annual bank will be calculated as follows:

### Hours at single time

Hours worked between 8am and midnight.

### Hours at time and a half

Hours worked over 40 in any one week.

### Hours at double time

Hours worked from midnight to 8am.

Hours worked on a Sunday or bank holiday.

Additional hours worked over 80 per 4-week period will be given as lieu time at single time.

## Holiday Entitlement

The holiday entitlement for this post is 80 hours per annum plus bank holidays. This is based on a full-time equivalent of 4 weeks plus bank holidays pro rata. On bank holidays not worked, hours of leave will be deducted from your annual leave entitlement.

The holiday year runs from 1st April to 31st March.

## Probationary and Notice Period

The probationary period for this post is 6 months.

The notice period during the probationary period is 2 weeks. Following successful completion of the probationary period the notice period is 8 weeks.

## Training

The Assistant Front of House Manager will be asked to undertake training when necessary. Training for this role will be provided by senior members of the Front of House team.

## General

All eligible staff are automatically opted in for the New Vic's basic pension scheme under auto enrolment legislation.

All offers of employment are subject to the candidate being able to provide suitable proof of their eligibility to work in the UK and references.



# Assistant Front of House Manager Job Description

## General duties

- To assist the Theatre Manager, Front of House Manager and other members of staff to ensure efficient fulfillment of Front of House activities.
- Work alongside the Duty Manager to ensure the smooth running of performance and events.
- Ensure that the theatre's gift shop is well stocked and presentable, assisting with stock takes and stock control.
- Assist with the administration and installations of art exhibitions and preview events.
- Assist with maintaining levels of cleanliness so that the FoH areas are tidy and presentable at all times.
- Promptly report any maintenance issues.
- Remain vigilant to any potential Health & Safety risks or breaches in security.
- Support and work alongside other departments where necessary, particularly other customer-facing teams; Catering and Box Office.
- At all times to respond courteously to general enquiries and deliver first class customer care.

## Show duties: Duty Manager

The ideal candidate will demonstrate a sufficient degree of confidence and common sense that will enable them to undertake the role of Duty Manager once the necessary training has been provided. The Duty Manager has overall responsibility for the building and the safety, welfare and comfort of everyone in it.

- To lead the entire Front of House operation on public performances to a high standard that provides audiences with the best possible experience.
- To effectively respond to complaints or customer issues in an efficient and calm manner.
- To react calmly and appropriately to evacuations, accidents, first-aid incidents, maintenance issues or any other unforeseen circumstances, in an appropriate and logical manner.
- To ensure the highest standard of Customer Care is provided.
- To ensure that all theatre-licensing requirements are met during the performance, having particular regard to safety, fire and environmental regulations.
- To liaise with Box Office and Catering departments regarding any specific requirements for each show.
- To ensure that Front of House staff are aware of emergency procedures and able to implement these at all times.
- To undertake evacuation drills to ensure that emergency procedures are being properly adhered to.
- To ensure all public areas of the New Vic including the Auditorium are well presented whenever the building is open to the public
- To manage and supervise Front of House Attendants, the Theatre Premises and Fire Warden, Car Park Staff and Volunteers.
- To liaise with visiting companies and artists on concert nights.

- To be responsible for the sale of programmes and shop merchandise by the Front of House staff.
- To prepare nightly managerial reports on all Front of House activities.
- To cash-up and complete an end of day sales report for car park, programmes and shop sales.

### **Show duties: Attendant**

Front of House Attendants are employed to work as ushers supporting the Duty Manager and helping supervise the New Vic Volunteers (Vols). On occasions, the Assistant FoH Manager will be required to provide cover for these duties.

- Attend the pre-show Front of House meeting.
- Take part in an evacuation drill led by the Duty Manager.
- Occupy the reception desk, sell programmes, merchandise, gifts etc.
- Monitor the audience and deal with or report any issues to the Duty Manager.
- Assist any audience members who need to exit the auditorium during the performance and again when re-admitting them.
- Be aware of the Volunteers needs and behaviour and report any issues to the Duty Manager.
- Ensure all show related issues, as set out in the pre-show briefing, are adhered to.
- To carry out an active role during evacuations.
- During performances the Assistant must remain vigilant to audience behaviour and physical issues that could potentially cause disruption, injury or affect the audience's enjoyment of the performance, or contravene conditions of the theatre's license.

### **Show duties: Theatre premises and Fire Warden**

The Warden has a 'Roaming Brief' to ensure the security of the building along with the safety of the patrons and staff. The Warden is responsible for the final lock up of the building. On occasions, the Assistant FoH Manager will be required to provide cover for these duties.

- Ensure that all necessary lighting, including emergency lighting and exit signs, both inside and outside are on and working correctly.
- Ensure that all emergency exits are free of obstructions and are clearly lit.
- Ensure that all fire extinguishers are free of obstructions, in apparent good working order and correctly located.
- Check that all fire doors are closed and not propped open.
- Following the building inspection, complete the pre-show checklist, recording any faults or observations.
- Ensure that all public areas are ready for performance, making sure that the foyer area is ready to receive the public.
- During the incoming, interval and end of show, a presence must be maintained in the foyer to deal with enquiries from members of the public, answer telephone calls and take messages.
- Occupy the reception desk, selling programmes, merchandise, gifts etc.
- Carry out regular walks of the theatre to ensure that all fire doors and external doors are closed.
- Respond to telephone and general enquiries.

- Check that the building is clear of members of the public and staff, that all areas are secured, and there are no hazards before the building is locked.
- Act as Fire Warden during public performances and assist the Duty Manager as necessary in the event of an evacuation.
- Set intruder alarms, secure and lock the building.

### Other Duties

- The list of duties is by no means exhaustive. The Assistant Front of House Manager will be required to work with the Theatre Manager and Deputy Front of House Manager following procedures that ensure the continuing safety and security of the building.
- Any other reasonable tasks or duties as requested by the Theatre Manager, Deputy Front of House Manager or Duty Manager.





## Person specification

These are the qualities we are looking for in our Assistant Front of House Manager.

### Essential Criteria

#### Experience

- A proven record of delivering high quality customer care.
- Experience of retail and customer purchase transactions.
- Experience of dealing with customer enquiries/ complaints.

#### Skills and Knowledge

- Excellent communication skills.
- A polite and friendly manner.
- Ability to work with minimum supervision.
- Ability to work as a member of a team.
- Ability to deal with the public in a calm and confident manner.
- Ability to remain calm under pressure.
- Good punctuality and reliability.

#### General

- Ability to work flexible shifts and unsociable hours.
- A demonstrable interest in theatre.

### Desirable Criteria

#### Experience

- Experience of working with volunteers.
- Experience of working in a theatre, entertainment or leisure environment.
- Retail experience.

#### Skills and Knowledge

- First Aid Certificate.
- Understanding of Equalities Act.

***'Staffordshire's New Vic proves what a regional theatre with ambition and imagination can do'.***

The Guardian

The New Vic is unique. The first purpose-built theatre-in-the-round in Europe and a ground-breaker in the integration of professional theatre-work with an extensive community and education programme, we make theatre that is valued by local audiences and recognised nationally and internationally.

We believe in the power of theatre to change lives. We also believe that everyone should have access to great theatre and on average 180,000 people visit the New Vic each year.

The New Vic has forged a national reputation for producing first class theatre. We have a full in-house creative team, including costume, scenic workshops, lighting, sound and design.

Our extensive community and education programmes reach over 25,000 people annually, with award-winning New Vic Borderlines, and New Vic Education departments ensuring we are key to the cultural life of the region. Alongside this the theatre leads Appetite, an Arts Council England Creative People & Places programme, to engage more people in Stoke-on-Trent and North Staffordshire in the arts.

The New Vic is a registered charity with a turnover of £5 million and operates thanks to a unique partnership between Arts Council England, Newcastle-under-Lyme Borough Council and Staffordshire County Council.





**‘a dark and dynamic production, ravishing in both senses’  
The Guardian on *The Company of Wolves* (2024)**



**‘an entertainingly frightening ride’  
The Stage on *The Haunting* (2024)**



**‘exemplary staging outdoes the original’  
The Observer on *One Man, Two Guvvors* (2024)**



**‘the New Vic’s usual level of inventive stagecraft magic... makes this an  
entertaining, attention-grabbing visual treat’  
The Stage on *The Nutcracker: A Christmas Fairytale* (2023/24)**



**‘an inventive, tongue-in-cheek reinvention of the story’  
The Telegraph on *The Killing of Sister George* (2023)**



**‘a sublime theatrical rabbit hole’  
‘Theresa Heskins matches the imagination of Lewis Carroll with a theatrical  
inventiveness of her own’  
The Guardian on *Alice in Wonderland* (2022/23)**

## Applying

The New Vic aims to attract, develop and retain the best talent for all roles and will always appoint based on merit. We consider that diversity is good for the art we make, good for artists, good for audiences, and good for the cultural sector.

The New Vic is an equal opportunities employer. We value diversity in our workforce and positively encourage applicants from all sections of the community, particularly applicants under-represented across the arts workforce, especially applicants with a disability, applicants who are LGBTQIA+ or applicants of African or Caribbean heritage, South, East and South-East Asian heritage or anyone who experiences racism.

### How to apply

Please forward your CV and a covering letter giving a brief outline of why you think you would be suitable for this role and how your skills match the person specification to [recruitment@newvictheatre.org.uk](mailto:recruitment@newvictheatre.org.uk) using the subject line Assistant Front of House Manager, or post them to Administration Department, New Vic Theatre, Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG.

The deadline for applications is **Friday 29 November 2024 at midday.**

Interviews will be held **w/c 2 December 2024.**

We want to make sure that our application process is accessible to everyone, so please do tell us if you need any of this information in another format (e.g large print, audio).





New Vic Theatre, Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0JG Stoke-on-Trent & North Staffordshire Theatre Trust Ltd. Company registration number: 911924. Charity registration number: 253242. The New Vic Theatre operates thanks to partnership between the Arts Council England, Newcastle-Under-Lyme Borough Council and Staffordshire County Council.