



August 2021

Dear Applicant,

Thank you for your interest in the position of **Front of House Duty Manager** at the New Wolsey Theatre.

If you love your working day to fly by because you're busy doing what you're really good at, you'll be a great match for this role. As Front of House Duty Manager you will ensure the smooth running of the Front of House operation during show times and other theatre activity across all NWT spaces. You'll ensure the health, safety and welfare of audiences, participants and customers and keep a calm head when dealing with any unexpected incidents. You will act as the host when the theatre is open to the public, so this is your chance to put your sunny personality and great customer skills to good use.

This is a full time permanent role and we will expect you to work some evenings and weekends – these are the fun times when shows are on!

We hope our customers will get to know your cheerful personality and you'll always find time for a smile, no matter how busy you are. Show times at the theatre are particularly busy, so you won't be panicked by 400 people arriving for a show. As Front of House Duty Manager, you will set high standards for yourself and inspire others to perform at their best. If this sounds like you, we can't wait to meet you.

In 2020 we undertook an extensive renovation and refurbishment programme for our main building, resulting in a transformed cafe/ bar area, more toilets and improved auditorium seating. Our new building NW2 and all the work associated with it, has created an opportunity to develop 'Theatre Square' right in front of our main building, which will be a delightful place to relax, meet friends, catch a performance, and have a bite to eat.

You don't necessarily have to be a 'theatre person' to do well at the New Wolsey Theatre. We welcome people from *all* backgrounds and we're actively trying to ensure that our workforce is diverse. By this, we mean that we want to employ people from a wide range of backgrounds, ethnicities, ages, gender identities, disabilities, class (socio-economic backgrounds) and so on. This isn't because we want to tick a box that says 'diverse' but because we genuinely believe that our business will be much improved by having a real range of people working (and volunteering) within it.

So, if you haven't considered working for a theatre before, maybe now's the time to check us out. We're super-friendly, hard working and love meeting a challenge. If that sounds like you, and you think you might have the skills/ experience for the role (wherever you gained them) come and talk to us. We can't wait to meet you!

Yours warmly,
From Sarah Homes, Chief Executive

How to Apply

We are inviting people interested in being our **Front of House Duty Manager** to complete our **Application Form** and [Equality, Diversity and Inclusion Monitoring Form](#)

Please note, we do not accept CVs as a form of application, however you may submit a concise CV containing your education, training and qualifications and employment history instead of completing this section of the application form.

If you need us to make any adjustments to allow you to fully participate in this application and selection process please get in touch with Lucy Parker lparker@wolseytheatre.co.uk or 01473 295940.

However you choose to apply, you will need to tell us about your education, training, qualifications, and employment history, as well as to consider the following questions:

- Why are you interested in being our Front of House Duty Manager?
- How do your skills and experience make you the best person to be our Front of House Duty Manager?

Please read through the **Job Description, Job Specification and Person Specification** before applying for this role, these can be found further down this document.

If you would like an informal chat with someone about the role, please email Sally Jones our Theatre Manager sjones@wolseytheatre.co.uk

Completed applications should be returned to Julie French jfrench@wolseytheatre.co.uk by **9am on Friday 10th September 2021**.

We do reserve the right to close this advertisement early if we receive a high volume of suitable applications or if a suitable candidate is found.

As an organisation accredited by the Job Centre as a Disability Confident Employer, we guarantee to interview all deaf and disabled applicants who meet the essential criteria for this vacancy.

We will facilitate any Access To Work claims if appropriate, and any access costs will be covered up front including any access required for attending interviews.

Key Dates

Application Deadline	9am on Friday 10 th September 2021
Interviews	Thursday 23 rd September 2021
Role start date	ASAP (exact start date will depend on the candidates)

We hope to be able to conduct interviews in person at the theatre, but if we can't due to Covid rules we will do them online. Full instructions will be provided for either scenario.

Equal Opportunities

The mission of the New Wolsey Theatre is to create, develop and produce a vital and dynamic programme of performances and participatory activity for the people of Suffolk and surrounding areas. We aim to create a programme of the highest quality, maximum diversity and greatest possible accessibility. We believe that this is best achieved through the implementation of an Equal Opportunities and Diversity Policy informing all areas of the company's activity and employment practice.

We are committed to ensuring equality and fairness for all employees, collaborators, contractors and the general public. We will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, gender reassignment, religion or age. We oppose all forms of unlawful and unfair discrimination and will work to promote opportunities for sections of the community that are currently under-represented.

All individuals will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the organisation's output.

We strive to create an environment in which individual differences and the contributions of all our staff are recognised and valued. No form of intimidation, bullying or harassment will be tolerated.

We actively encourage applications from people of all backgrounds, especially those currently less represented in our industry and on our stages. We are particularly interested to receive applications for this role from people who identify as deaf and disabled people, and neurodiverse people.

We are happy to make all reasonable adjustments to enable applicants to participate in the selection process, and for the successful applicant to carry out their role.

We will regularly review our employment practices and procedures to ensure fairness. This policy has the approval of the Board and will be reviewed on an annual basis.

More Information About The New Wolsey Theatre

We are a company that really cares about what we do, who we work with, and what we're working for. Most of the time we put on plays. But we also serve tea and coffee for our guests, offer them lunch and somewhere comfortable to sit and have a chat and sometimes we present music, comedy, dance or even circus. We invite children to come and play with us, sometimes with their parents too. Teenagers come and work with us in our Youth Theatre Groups. Schools ask us to go and visit to tell stories, make performances, or teach skills, and sometimes they come to us to do those things. Schools love coming to see our annual Rock 'n' Roll pantomime – in a normal year we'll do over 90 performances of our Panto between November and January. In 2020 we staged *The Snow Queen*, which was our first live and livestreamed show. It received 5 star reviews and did really well, even though it was just 12 performances.

By 'us' we don't just mean the permanent staff that are employed by us. We rely on volunteers, casual and freelance staff to keep the wheels turning. Of course, they haven't turned much in

the last year, but we are getting the show back on the road in 2021 and we'll need people in all those roles to support our reopening. We'll also need great writers, actors, directors, designers and technicians, which is why we run talent development programmes like [Testing Ground](#). We take the lead in our industry sometimes, to make change, as we did in setting up [Ramps On The Moon](#)

The New Wolsey Theatre plays an active role in the business scene of Ipswich and is central to the creative life of Suffolk. We regularly talk to other cultural organisations and community groups, such as, UnScene Suffolk, Suffolk Refugee Support, Trinity YMCA, Roma Support, Suffolk Artlink, Volunteering Matters, Suffolk Guide Association to name but a few. We're supported by the local council and the county council, as well as Arts Council England because of the range of work we do. You may also be interested to know that we're a registered Charity.

If you'd like to know more about the New Wolsey Theatre, we recommend that you use our website (which you'll notice needs updating– we're working on that right now) and that you do your own research. Be curious about us and see what you can find out; it will probably help you with your application. The New Wolsey Theatre is going through a period of great change, some of which is because of Covid-19 and some of which was going to happen anyway. We won't be doing everything the way we've done it before. We're innovating and adapting like never before, so we're open to doing things differently. Come and be part of that.



JOB DESCRIPTION

Job Title: Front of House Duty Manager

Responsible to: Theatre Manager

Job Purpose: To support the front line operation of the New Wolsey spaces, primarily by providing public facing management during show times and other activity.

Key Responsibilities:

Duty Management

- To be the Duty Manager during performance times and other theatre activities across all NWT spaces and venues
- To contribute to the smooth running of the Front of House Operation, being part of a customer facing team to ensure that a first class experience is delivered at all times.
- To be the 'Host' of the theatres spaces whilst open to the public
- To lead on acknowledging and resolving any situation that occurs, including cancelled/stopped performances, first aid incidents and evacuations
- Overseeing the welfare of audiences, customers, participants and staff
- To brief volunteer ushers before each show and oversee the smooth running of the ushers duties
- To support the Hospitality and Box Office Teams to enable the smooth running of the Café Bar and resolution of any seating queries
- To ensure that the administrative aspects of any programme or merchandise sales, including but not restricted to cashing up and banking procedures are completed accurately and in a timely manner
- To ensure all NWT theatre spaces are appropriately close and locked, ensuring that spaces are left safe and clean.

Health & Safety

- Be a First Aider as part of the staff on duty* (training provided)

Equality, Diversity & Inclusion

- To ensure a welcoming environment for customers and participants with access requirements
- To work closely with colleagues across the organisation to ensure the New Wolsey Theatre is an accessible place to visit and work
- To contribute to the New Wolsey Theatre's ambitions and programmes of equality, diversity and inclusion, its Agent for Change programme and The Ramps on the Moon project

Other

- To undertake any other reasonable responsibilities as and when required.

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(*You are required to attend a 3 day First Aid At Work training course))

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive



JOB SPECIFICATION

Contract

Permanent.

Salary

£9.75 per hour

An additional x 0.5 of your hourly rate will be paid if you are required to work on a Sunday or Bank Holiday.

Hours & Shifts

40 hours per week.

The patterns of shifts and the hours available will vary each week and will be based on the theatre performance activity. Shift swaps are generally discouraged, will only be permitted in exceptional circumstances, and must be authorised by your line manager.

The role will require regular evening and weekend work.

Rotas

A rota will be issued which is created around the performance schedule.

Your Line Manager will rota your shifts at least two weeks in advance. You must provide details of your availability when requested by your Line Manager

Working hours can be between the hours of 08.00 and 00.00 and will include evenings and weekends.

We always aim for staff to take two full days off a week.

Annual Leave Entitlement

The standard Annual Leave Entitlement is the statutory minimum of 5.6 weeks per year, which equates to 28 days per year for full time staff working a 5 day week. You will be expected to take statutory bank holidays as part of your annual entitlement unless you are required to work on a particular bank holiday or have agreement from your Line Manager to do so. Annual leave requests have to be submitted to your line manager for authorisation. It is suggested that the majority of annual leave is taken during the summer months when the theatre has no performances scheduled. There will be certain times of the year when annual leave cannot be taken because of the work of the organisation.



PERSON SPECIFICATION

Qualifications, Experience and Competencies

Essential:

- Confident, conscientious, enthusiastic and professional with a good sense of humour and a positive outlook with a 'can-do' approach
- Experience in a customer facing role, at manager or supervisor level
- Exceptional customer service skills
- A good natural instinct for handling different style of people and personalities
- Ability to work flexibly with regular evening and weekend work
- Strong teamwork skills and an ability to work co-operatively with others
- Excellent organisational skills with strong attention to detail
- Able to work well within a fast-pace environment, with the ability to effectively, respond to instructions, contribute ideas and support other team members.
- Excellent interpersonal skills with the ability to communicate effectively with individuals at all levels.
- Commitment to, and an understanding of, the principles underpinning equality, diversity and inclusion.
- Excellent written and spoken English

Desirable:

- Previous front of house, event, duty or project management
- Knowledge of the theatre and its programme of work
- Experience in the event management and hospitality sector
- Experience in a customer facing role in a theatre environment

Key Behaviours

- **Demonstrates some leadership skills** – effective in supervising and motivating colleagues to provide an efficient and excellent service
- **Great collaboration and teamwork** – able to work successfully with the Communications team and with others to achieve shared goals
- **Positive attitude** – leads by example with a positive attitude towards problem solving, finding creative solutions, and working under pressure

Key Qualities

Essential

- Able to work well within a fast-paced environment, with the ability to effectively, respond to instructions, contribute ideas and support other team members.
- Organised, motivated and disciplined.
- Able to respond receptively to new ideas and initiatives, responding to creative problems with creative solutions
- Able to work under pressure and manage competing deadlines.
- Excellent interpersonal skills with the ability to communicate effectively with individuals at all levels.
- Thrives on change and innovation